



**PRIDE CENTER**  
**of STATEN ISLAND**  
*Staten Island's LGBT Community Center*

### **Missed Appointment/Cancellation Policy**

The Counseling Services Program strives to be an accessible resource to the Staten Island LGBTQ+ community, while also meeting the very high demand for counseling services within this demographic. The missed appointment/cancellation policy applies to all counseling appointments, including individual, couples, and family counseling. Timely cancellation will allow appointment times to be offered to another individual. Due to the extremely high demand and limited availability of appointments, the Counseling Services Program has a missed appointment/cancellation policy that adheres as follows:

- 1<sup>st</sup> missed appointment/cancellation: Counselor will make appropriate form of outreach via phone, text, or email.
- 2<sup>nd</sup> consecutive missed appointment/cancellation: Counselor will provide a reminder of the no show/cancellation policy.
- 3<sup>rd</sup> consecutive missed appointment/cancellation: Counselor will send email correspondence notifying client of their missed appointment dates that as a result of 3 consecutive missed appointments/cancellations that their case will be closed. Referrals will be given to local resources that provide counseling services and accept Medicaid.

A client may be able to re-engage with services after a waiting period of 3 months with the stipulation that the client will provide a more appropriate time that they can fulfill their reserved time. If an additional no show/cancellation happens after that, the waiting period will be increased to 6 months.

Client Signature: \_\_\_\_\_

Client's Name (Printed): \_\_\_\_\_

Date: \_\_\_\_\_