# Advance Therapeutic Concepts

# Telehealth, No Show and Late Cancellation Policy

Therapeutic Appointments:

ATC provides **Telehealth** services. **Telehealth** is a collection of means or methods for enhancing health care, public health and health education delivery and support using telecommunications technologies. **Telehealth** encompasses a broad variety of technologies and tactics to deliver virtual medical, health, and education services. ATC will be providing consumers with a **Telehealth** permission waiver that will allow our psychiatrist to proceed with the consultation. The **Telehealth** consultations will need to take place in office in order for the medical assistant to provide you with a prescription, If Medication is prescribed. **Telehealth** services are cover by HIPPA. Medical records will not be release without consumer’s authorization and/ or court order.

In order to provide the highest quality care to our clients, we have established this formal “No Show/Cancellation Policy”. This is intended to increase psychiatrist and staff productivity, to improve timely access to all clients and to reduce and eliminate empty slots in the appointment schedule and increase overall access to wellness.

We understand that there may be circumstances that require you to cancel an appointment, but we require you to notify our office no less than 24 hours in advance. Your appointment time has been reserved for you, and if you do not keep it, this results in wasted time for other clients who could have been seen as well as for our staff. This is not fair to anyone. ATC will be tracking missed medical and therapeutic appointments that occur. Any appointment that is not canceled 24 hours before the appointment, or is simply missed without a cancellation notice will be considered **a "no-show".** A **cancellation appointment** is when a client contacts the office prior to 24 hours of appointment to notify the office that they cannot keep the appointment.

When you do not show or cancel an appointment, the failure to keep your appointment is documented. If you miss two appointments you will be placed on a same-day call status list. You will need to call on the day of the appointment to see if an opening is available for that day. If there is not an opening you will not be able to see your provider on that day. Once you no longer have two outpatient “no-show” appointments within 90 days, you will be able to schedule with your outpatient provider at a time that is convenient for you.

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**Patient/Legal Representative Signature Relationship Date/time**

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**Witness Date/time**