

Broken Appointments / Late Arrival Policy

Client Name: _____

The Texas Military Department (TMD) Counseling Program strives to meet and exceed the expectations of all of our Service Members/Family Members/ Texas Military Staff (SM/FM/staff). We are dedicated to providing you with the best care and services possible. We also strive to meet your needs by providing appointment times and locations that best fit your schedule.

Time is specifically reserved for you on our schedule when you make your appointment. When sufficient notice is not given to cancel or reschedule when you make your appointment, it does not give us enough time to contact another client who could receive services during your assigned time. This results in other client not getting the care they need, when they need it.

Because of the great need for our services and waiting list, we have implemented the following no-show policy.

TMD Counseling Program at times offers sessions at locations distant from the counselor's office. If a client no-shows for a distant appointment they may be given one opportunity to reschedule at the distant location. If a second appointment is missed they will be offered appointments at the counselor's office or by telemental health.

In addition, 3 broken appointments in a quarter is considered excessive. Clients who have 3 broken appointments within 4 months will have their case closed and appropriate referrals provided. The case may be reopened at the counselor's discretion.

I have read and fully understand the Broken Appointments / Late Arrival Policy.

Client Signature

Date

Counselor Signature

Date