

## OUTPATIENT PSYCHIATRY SERVICE ATTENDANCE POLICY

You are seeking treatment at the Outpatient Psychiatry Service of Boston Children's Hospital. Your clinician recommends a treatment plan that calls for regularly scheduled visits. Attendance at scheduled appointments is very important for successful treatment.

These are the Outpatient Psychiatry Service policies about keeping appointments:

1. Your clinician and you are both responsible to be **on time** for your/your child's appointments. **For in-person appointments, please allow enough time to travel to 2 Brookline Place and to register.** If you are late for your appointment, the clinician will have less time to spend with you/your child. If there is not enough time to complete the treatment planned for that session, the appointment may have to be rescheduled. Your child must also be present for all visits.
2. **If you need to change or cancel your/your child's appointment, you must call 617-355-6680 at least 24 hours before the appointment.** This allows us to give your time slot to another patient who needs one.
3. If you do not attend your appointment, it is called a **missed appointment**.
4. We understand that emergencies occasionally happen at the last minute. However, three missed appointments within a six-month period is considered a **pattern** of missed appointments.
  - If there is a pattern of missed appointments, the Outpatient Psychiatry Service will review your/your child's treatment and will decide if it is appropriate to continue providing services to you/your child.
  - If we are unable to continue providing services, you will be notified in writing. We will provide you with information about other places to receive treatment that may be more convenient for you/your family.
5. **We want to provide consistent care for you/your child. Your clinician will recommend a time frame in which you/your child should return to the clinic. If, however, 6 months passes without a completed visit, we will end the patient-clinician relationship.**