

**High Plains Mental Health Center has a policy on missed appointments. This policy is described below. Please visit with your provider if you have any questions.**

### **Outpatient Appointments**

The Center will be tracking missed outpatient appointments that occur. **Any appointment that is not canceled by 8:30 the day of the appointment, or is simply missed without a cancellation notice will be considered a “no-show”.**

If you “no-show” two outpatient appointments within a 90-day timeframe, you will be placed on same-day call status. When you want to be seen by your outpatient provider, you will need to call the Center to see if your outpatient provider has any openings on that day. If an opening is available, then you can schedule an appointment for that day. If there is not an opening you will not be able to see your provider on that day. You are welcome to call later in the day to see if any openings have become available, and you are also welcome to call the next day to see if any openings are available for that date.

You will remain in “same-day call status” until you no longer have two outpatient no-show appointments in the previous 90 days. You are welcome to see your outpatient provider as often as needed during this time; however, you will need to call each morning that you want to be seen to determine if an opening is available.

Once you no longer have two outpatient no-show appointments in the previous 90 days, you will be able to schedule with your outpatient provider at a time that is convenient for you.

### **Crisis Services**

Regardless of your “status” with canceled or no-showed appointments, crisis services are available to you. If you are in crisis and need to be seen, please call the Center at (785) 628-2871 or (800) 432-0333. Crisis services will be provided by an available clinician.

### **Medication Appointments**

The Center also has a policy on missed medication appointments. **Any medication appointment that is not canceled by 8:30 the day of the appointment, or is simply missed without a cancellation notice will be considered a “no-show”.**

If you “no-show” two medication appointments within a six-month timeframe, your medication refills will be limited. You will need to see your medication provider during their focus clinic time. A “focus clinic” is a block of time that your medication provider will hold on a regular basis for situations such as this. When you have approximately two weeks of medications left, you will need to call the Medical Receptionist to find out when your provider’s focus clinic is scheduled. You will then need to attend that focus clinic in order to receive a refill on your medication.

Other people will also be attending this focus clinic and your medication provider will see a limited number of individuals on a first come, first serve basis. Thus, it is important for you to arrive in a timely manner for the focus clinic so that you will be seen. If you arrive for a focus clinic and your provider cannot see you, then you will receive a refill to last you until the next focus clinic time. If you do not attend the next focus clinic then additional prescriptions will not be available to you.

As long as you have two medication “no-show” appointments in a six-month timeframe, you will need to continue to use the focus clinic time to see your medication provider and to receive medication refills. Once you no longer have two no-show appointments in the previous six months, you will be able to schedule with your medication provider at a time that is convenient for you.