CLIENT ATTENDANCE POLICY

Most clinic services are provided by graduate students with an appropriate clinical educator in charge of the case. When clients are absent, students lose instructional time the same as if a class were canceled. Clients are expected to attend scheduled appointments, and to notify the Clinic as soon as possible when absence is unavoidable. Therapy clients may call either the Clinic office (828-262-2185) or the student clinician or clinical educator to cancel a scheduled appointment. The clinical educator in charge of the case will let the client know the preferred method for notification of a missed session and the client will be given necessary telephone numbers for this purpose.

When appropriate, an attempt will be made to reschedule the missed service. Clients who do not attend, and do not call the Clinic to cancel the appointment, may not be allowed to make up the missed service.

When a client fails to attend two consecutive scheduled appointments, an attempt will be made by the Clinic (clinical educator in charge of the case or Clinic Director) to determine why the client has been absent. One of the following courses of action will be taken depending on the outcome of the contact attempt:

1. If contact cannot be made, or if the client, parent, or legal guardian states that further service is not desired, the client will be dismissed from the Clinic. Reasons for terminating service, if given by the client, parent, or legal guardian, will be recorded in the client chart.

2. If the client, parent, or legal guardian states that further service is desired, services will continue. The client, parent, or legal guardian will be informed that further absences may result in dismissal from the Clinic.

If the client is dismissed for attendance problems, a priority client waiting for service will be scheduled for the dismissed client’s service time. The client who is dismissed from services will have low priority for future services from the Clinic, and may be required to obtain professional or agency referral for resumption of services. Excessive excused absences will be handled on a case by case basis.