



No Show Policy

Liberty Resources Integrated Health Care values the time of our patients and staff, and we strive to provide excellent care to each patient within a timely manner. Appointments are scheduled to ensure each patient receives enough time to address their behavioral/physical health needs. Failure to attend an appointment at the scheduled time will be considered a "No Show".

- Patients are expected to arrive on time for scheduled appointments. Patients are considered late if they arrive 10 minutes after their scheduled appointment time. Patients that are late for their appointments may need to be rescheduled for another day if the provider is unable to see them.
- It is expected patients will remain in the waiting room until they are called for their appointment. If a patient is called and cannot be located, they may not be able to be seen for their scheduled appointment.
- If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24 hours before their appointment time. Notification allows the practice to better utilize appointments for other patients in need of care.

To help support appointment attendance, Integrated Health Care sends automated texts, emails and phone calls, three business days prior to visits, to remind and confirm appointments.

Patients who miss an appointment will be required to speak with the clinic's Engagement Specialist prior to rescheduling their appointment.

Patients who have excessive cancellations, late arrivals or no-shows will be required to work with the clinic's Engagement Specialist on an alternative scheduling arrangement.