



Evergreen
Youth & Family Services
Strengthening Youth. Preserving Families.

Mailing Address: P.O. Box 662, Bemidji, MN 56619 ■ Tel: (218) 751-8223 ■ www.evergreenyfs.org

August 31, 2021

Dear Parent/Guardian,

We will be implementing a new policy for missed appointments with no notice of cancellation “no shows”, effective September 1, 2021.

The policy reads as follows:

We want to do our best to meet the mental health needs of as many people as possible, for this reason, we reserve a specific time for you, our client, to meet with a therapist to address your needs.

It is the policy of Evergreen Youth & Family Services to inform patients of the importance of keeping appointments. It is expected they must maintain scheduled visits or cancel as soon as they know they will be unable to keep the appointment, at least 48 hours where possible. To provide quality care, Evergreen may investigate the causes of no shows and under certain conditions, the patient may be prevented from scheduling future appointments. Every effort will be made to work with clients who demonstrate a commitment to continued care.

Each patient receives and signs the *Patient and Center Rights, and Responsibilities* form upon registering as a patient. Patients should specify their preferred method for contact and therapists will inform clients of the importance of having multiple methods of contact to ensuring scheduled appointments are kept and continued care can be provided.

1. The limit for no-shows is up to three (3) times for current clients and two (2) for initial appointments (new clients), every 6 months.
2. A patient is considered late after 15 minutes. It is then at the provider’s discretion whether they can see the client or whether they will need to re-schedule.

Please feel free to contact me with any questions or concerns.

Sincerely,

Courtney Gifford
Human Resources Director