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## Evaluation “No Show” Policy

We understand that emergencies arise from time to time for our consumers, just as they do for us. However, when a consumer cancels an appointment without adequate notice, or simply fails to keep an appointment, we cannot use that time to serve the needs of our other consumers. Therefore, we have developed this policy regarding failure to keep appointments or canceling appointments without adequate notice. We respectfully request your understanding and agreement to our policy as it is stated below.

1. After an individual is deemed appropriate for Matt Talbot’s Substance Evaluation service, He or She will be scheduled for an appointment at which time the Substance Evaluation will take place. The individual may also choose to put their name on a waiting list for a sooner appointment, if one comes available due to a cancellation or no show.
2. If an individual calls in prior to his or her scheduled appointment to reschedule, efforts will be made to reschedule to the next available time.
3. If an individual does not call and does not show to his or her appointment, the appointment will be deemed cancelled and the individual will be removed from the waiting list.
4. Attempts will be made to contact scheduled individuals 48 to 72 hours prior to the scheduled appointment to verify the individual’s intentions and or continued need for the Substance Evaluation. If the individual expresses that the Substance Evaluation is no longer needed, an individual from the waiting list may be scheduled for an appointment at that time and removed from the waiting list.
5. If an individual is a “No call/ No show” and removed from the waiting list, the individual must make contact to start the process again. In most cases the individual will not take priority over scheduled appointments.
6. If an individual is a “No call/ No show” for a second scheduled appointment, he or she will not be able to access the substance evaluation service for the period of one year.
7. Substance Evaluation scheduling and waiting list management will done by the Substance Abuse Program Coordinator and will be handled on an individual basis.