

NO SHOW POLICY

A **"NO SHOW"** is defined as either...

- * Showing up for appointment 10 minutes late without prior notice.
- * Canceling an appointment within 24 hours of appointment time.
- * Not showing for appointment all together.

After FIRST NO SHOW...

Client will be called notifying them of their "NO SHOW". Reiterate what is considered a "NO SHOW". Client will be notified that if another one occurs within the next six months, they will have to schedule appointments for the next year in person. An alert will be put in the clients file.

After SECOND NO SHOW (within 6 months of FIRST)...

Client will be notified by mail or called notifying them of their second "NO SHOW". Client will be told that from now on they must come in and schedule all appointments in person for the next year (one year from second "NO SHOW"); also if a third "NO SHOW" occurs within six months of the first one, they will lose privileges of ALL military VTFs for six months. An alert will be put in the clients file.

After THIRD NO SHOW (within 6 months of the FIRST)...

A Loss of Privileges letter will be sent to sponsor and sponsor's Chain of Command stating they have had three "NO SHOWS" within six months and therefore lose their privilege to be seen at any of the military VTFs for the next six months (six months from third "NO SHOW"). A fax with the client's information to include SSN will be sent to the other three VTFs notifying them of the loss of privileges. Once privileges are re-instated, client must make appointments in person for six months after re-instatement. An alert will be put in the clients file.