

# Things to Know About Your Counseling Appointments

**Our Commitment to You:** Greater Seacoast Community Health tries to meet the needs of all our patients. These policies help us provide high-quality care for you and for all our patients.

## Arriving on Time for Appointments

Our schedule is based on the amount of time needed to complete behavioral-health intake assessments or followup appointments. When patients arrive late for an appointment, it makes it harder for us to offer everyone high-quality, safe and efficient care.

**Please arrive 15 minutes before your scheduled appointment time.** This allows us to complete any paperwork needed and have you ready for your appointment time with your behavioral-health provider.

## Giving Enough Notice if You Need to Cancel or Reschedule

We understand that things come up unexpectedly. **If you need to cancel, please let us know as soon as you know** that you cannot come to your appointment. **We ask that you call at least 4 hours ahead of time** if at all possible. This may allow us to give your time slot to another patient waiting for care.

**Goodwin Community Health and Lilac City Pediatrics: (603) 749-2346 | Families First: (603) 422-8208**

## What happens if I arrive late for my appointment?

- You may be asked to reschedule to a different day if you are more than 10 minutes late (including time needed to check in and fill out your paperwork).
- If you are having an acute problem, a provider will decide if you need to be seen or if you can safely reschedule to another day.

## What happens if I miss my appointment, or if I cancel with less than 4 hours' notice?

- If you miss **two** appointments or late-cancel twice within 60 days, we may initiate **Same Day Scheduling**. This means you may call on a day you are available and be scheduled on that day if the provider has an opening. Same Day status will be apply for a two-month period.

## What happens if I am a new patient and miss my first appointment?

- You will be allowed to schedule another intake. If you miss your second scheduled visit, we will not be able to reschedule your appointment to establish care for six months.

**I have read and understand the information about scheduling and keeping counseling appointments.**

Patient name (printed): \_\_\_\_\_ Date of birth: \_\_\_\_\_

Signature of patient or guardian: \_\_\_\_\_ Date \_\_\_\_\_