

UCR Counseling Center

Missed/Late Cancelled Appointment Policy

Due to the high demand for Counseling Center services and the limited availability of appointments, a Counseling Center client who does not show for an intake, counseling (individual or couples), biofeedback, psychiatry follow-up, or testing appointment will be charged a missed appointment fee of \$20 if cancellation is not made within twenty-four hours of the scheduled appointment. The fee for a missed or late cancelled psychiatry initial visit is \$40. Group appointments are not included.

Our appointments are scheduled for specific lengths of time to ensure adequate service to our clients. Tardiness to appointments has an adverse impact on client care. Clients who come late to an appointment will have their appointments cancelled and will be charged a missed appointment fee. Clients who are more than 15 minutes late to counseling (individual or couples), biofeedback, or testing appointments will have their appointments cancelled and will be charged \$20 (\$40 for a psychiatry initial visit). Clients who are more than 10 minutes late to psychiatry follow-up visit appointments will have their appointments cancelled and will be charged \$20. Clients who arrive late and are not able to complete their intake paperwork by the time of the intake appointment will have their intake appointment cancelled and will be charged \$20. Clients who repeatedly no-show/late cancel may be referred to a comparable service elsewhere in the community.

Students will be charged for the missed/late cancelled appointments through their Student Business Services account. Please note: Student Business Services assesses a \$12.50 fee each month to accounts not paid by the deadline date indicated on the Statement of Account.

APPEALS: Students can request a fee waiver using the following petition and submitting to the Counseling Center via US mail or in person. Requests may take up to five (5) business days to process. Petitions submitted **more than a week** after the late/missed appointment **will not** be considered. Petitions **must** be based on a significant reason and submitted in good faith. Evidence or supporting documentation will be requested.

Examples of acceptable excuses: unforeseen circumstance like sickness/medical emergency, death in family, and auto accidents (with appropriate documentation).

Examples of unacceptable excuses: forgot appointment, lost appointment card, wrote down wrong date, finals, traffic, and overslept.

Waivers are reviewed by the Counseling Center Director, and/or an Assistant Director, in consultation with the treating clinician who may advocate on behalf of the student. The Director, Assistant Director, or treating clinician may request the waiver to be reviewed by the Peer Review Committee. A Petition Notice is sent to the petitioner indicating whether the request was granted.