



Centralized Scheduling

New Procedures for Appointments with Therapists

- WHO:** Individuals who receive services from Lower Merion Counseling and Mobile Services
- WHAT:** A new procedure for you to schedule therapy appointments – Centralized Scheduling. Centralized Scheduling means we will schedule therapy appointments through the receptionists, only. You will no longer need to contact your therapist to schedule your appointments.
- WHEN:** Starting March 23, 2020
- WHERE:** Lower Merion Counseling and Mobile Services, at 850 W. Lancaster Ave, Second Floor, Bryn Mawr, PA 19010, **and** 9 Cricket Terrace, Ardmore, PA 19003
- HOW:** The receptionist will give you a reminder card when you leave your therapy appointment. If your next appointment is within 2 weeks, the receptionist will schedule it for you then. If your appointment is more than 2 weeks away, the receptionist will give you a reminder card will let you know when to call Lower Merion Counseling and Mobile Services to schedule your next appointment.
- WHY:** Currently, 30% of our appointments are not kept, while we have other individuals waiting to be seen. We have found it necessary to change our schedule to one that is more open, flexible, and accessible.

For example, if you have an appointment with your therapist on Monday, April 6, and the therapist wants you to come back in 4 weeks, the front office staff will give you a reminder card that says: “Call on Monday, April 20 to schedule your appointment.” When you call on April 20, the receptionist will schedule your appointment with your therapist between April 27 and May 1.

If you miss 2 consecutive appointments without notification, your future appointments will be removed from the schedule and you will need to call to schedule another appointment. Please see attached policy for further details.

Thank you for your patience as we implement this new system. We understand that this is a change from our current system, and we will support you through the process.



Attendance Policy

People miss appointments when other things take priority over meeting with their service providers, or when they are physically prevented from meeting. Whatever the reason, continuing to schedule with individuals and families who repeatedly miss appointments is neither responsive to your situation nor an effective use of our resources.

LMCMS expects our service providers to discuss all missed appointments with their individuals in services, to determine why they are missing appointments and to plan remedies. Remedies can include:

- Changing service plans to focus on reducing repeated crises;
- Exploring possible solutions to transportation problems;
- Offering and discussing changes in services and/or level of care;
- Agreeing to terminate services for individuals and families who are not yet ready to change.

Responding to missed appointments

Lower Merion Counseling & Mobile Services requires individuals in service to cancel scheduled appointments at least 24 hours in advance. Individuals with three consecutive missed appointments or three missed appointments without proper cancellation in a 60-day period will be subject to discharge from the program.

- 1) If an individual misses an appointment without proper cancellation (No Show):
 - a) A call will be made to the individual to confirm if they would like to keep their next scheduled appointment.
 - b) If there is no contact made with the individual a voicemail will be left advising that the individual has 24 hours to confirm the next scheduled appointment or that appointment will be cancelled and offered to another individual in need of service.
- 2) If an individual has two missed appointments without proper cancellation:
 - a) That individual's pending appointments will be cancelled and offered to another individual in need of service.
 - b) An engagement letter will be sent stating that a response is needed within 10 calendar days of the engagement letter.
 - i) If no contact is made within the 10 calendar days from receipt of the engagement letter, you will be discharged.
- 3) If an individual has three consecutive missed appointments, **or** three missed appointments without proper cancellation in a 60-day period, they will be discharged.

If you have been closed, but would like an appointment, you will be referred for a walk-in assessment to determine eligibility for services.