

Treatment Agreement

We consider it an honor and a privilege to be of service and hope for a positive healing relationship. Our goal is to provide quality individualized care in a timely manner. We understand that there may be extenuating circumstances, which may cause you to arrive late to your appointment, or even cancel it. However, we request that any cancellation or rescheduling of your appointment is done **at least 24 hours in advance**. Missed appointments or appointments cancelled less than 24 hours in advance affect not only your care, but prevent us from being able to serve others in need.

Cancellations: We request that you provide at least 24-hour notice for cancellations. Please call 907-235-7202 to cancel an appointment. If a receptionist is not available, please leave a detailed message. If you would like to reschedule your appointment, please include that in your voicemail message and we will return your call.

Late Arrivals: Out of respect for our patients scheduled after you, if you arrive 10 or more minutes late for your scheduled appointment you may be asked to reschedule.

No Show Policy: A failure to be present at the time of a scheduled appointment and without cancelling it in an adequate manner will be recorded in your medical record as a “no-show”.

- First no-show appointment will be noted in your record and you will receive a phone call of concern and reschedule.
- Second no-show appointment will require you to make the next appointment in person.
- Third no-show appointment will mean you are no longer able to schedule appointments but will be placed on a cancellation list, which means that you will be offered an appointment time if another client cancels.
- Fourth no-show appointment will be considered for discharge from Serene Waters Mental Health. This will be discussed in person and a written notice will be sent.

I, _____, have reviewed this agreement and fully commit to the treatment process that I initiated, understanding that consistent participation as agreed upon with my provider will have the most effective results.

Client Signature

Date

Treatment Provider Signature

Date