



Heartlinks Appointment Policy

In order to continue providing high quality services to as many clients as possible, Heartlinks Grief Center adheres to the following policy:

Appointment Policy

Heartlinks Grief Center requests a 24-hour advance notice of cancellation. You may call the Heartlinks office anytime and leave a message either with staff or on the answering system requesting a cancellation and/or appointment change. Please include your name, your counselor's name, and the appointment date/time in your voicemail.

Heartlinks Staff Duties:

1. Clients will be informed about the appointment policy when the new client paperwork is completed and during the initial appointment.
2. Heartlinks will send a reminder e-mail approximately 1 week before the intake appointment.
3. Heartlinks will call and/or text the day before appointments to confirm.

Clients

Due to the large number of people who request our services and the small number of appointments available, the following policies apply to rescheduled appointments:

- a. In the event that a client misses two appointments and does not call before our requested 24-hour notice, a **\$25 no-show fee** will apply before any future appointments can be scheduled.
 - i. This fee can be paid online at myheartlinks.com/donate
 - ii. If this \$25 fee would cause a financial burden, please contact our office at (618) 277-1800.
- b. Should a client miss a third appointment and does not call, Heartlinks will not be able to reschedule any future appointments unless approved by the Heartlinks Director.

By signing this form, I understand that I am responsible for notifying Heartlinks Grief Center at least 24-hours in advance if I need to cancel or reschedule my appointment.

Signature : _____ **Date:** _____