



Mat Su Health Services, Inc

1363 W Spruce Avenue
Wasilla, AK 99654
(907) 376-2411

No Show Policy

Due to the high number of people attempting to get in for services at Mat Su Health Services and the high number of appointments made where people “no show,” we have the following guidelines.

1. You are counted as a **No Show** if:
 - You **do not call us or show up at all**
 - You **do not cancel by 4 pm the business day before your appointment**
 - You do not **check in** at the front desk before your appointment time (You should plan to be here 15 minutes before your appointment time)
2. You may call our number (**376-2411**) and leave a message to cancel your appointment. You should do this **before 4 p.m.** the business day before your appointment.
3. If you are counted as a No Show, you will receive a letter in the mail reminding you of our policy and noting your No Show status.
4. Having **three (3) No Shows** within a six-month period, beginning from the date of the first No Show **will prevent you from being able to schedule further appointments.**
5. You will still have the option of being seen on a walk-in or “stand-by” (space available) basis by one of our clinical staff, not necessarily your regular provider. You may have to wait awhile to be seen, if you are seen at all that day.
6. After coming in for two (2) walk-in (unscheduled) services you can schedule a brief meeting with the Behavioral Health Director or Practice Manager to request resuming scheduled appointments.

Signature

Date