

Columbia Psychiatry

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Mental Health No-Show/Cancellation Policy

Effective date of this Notice is January 1, 2020

An appointment “no-show” (NOS) is defined as any scheduled appointment for which the patient either:

1. Does not come to the scheduled appointment.
 2. Does not give more than 24 hour notice of cancellation for the appointment.
- For all established patients, the first scheduled appointment that is no-showed will not be penalized.
 - For all established patients, the second scheduled appointment that is no-showed will result in a fee equivalent to half the amount of the normal visit rate.
 - For all established patients, the third and subsequent scheduled appointment(s) that are no-showed will result in a fee of the full normal visit rate.
 - If a patient no-shows for 2 sessions in a calendar year, no other sessions will be scheduled. Referrals to other community mental health providers will be given.
 - In some cases, patients who fail to engage in treatment may be referred to outside providers permanently.
 - Please call 573-447-7456 at least 24 hours in advance if you are not able to keep your appointment.
 - Any new patient who “no-shows” will only be allowed to reschedule one more time.

This policy has been adopted with the intent of utilizing our mental health resources in the most efficient and effective way with the goal of providing quality mental health services. We understand that circumstances arise occasionally that make it difficult to keep appointments and/or give adequate notice of a cancellation. However, due to high demand of services, we are also committed to taking measure to ensure that we reach as many patients as possible.