

## WELLNESS CENTER

### MISSED APPOINTMENT POLICY

Dear Student,

Welcome to the Wellness Center!

Our commitment is to provide you excellent service and to do our best to accommodate your schedule. We offer weekly appointments to a large volume of students and, due to demand, often have students waiting for an available appointment time. In order to best support student responsibility, encourage continuity of treatment, and keep the wait list down, we need our clients to attend their scheduled appointments. **We therefore have firm policies regarding cancellations and no-show appointments.**

#### Appointment Cancellations

- If you are unable to attend a scheduled appointment, we ask you to give us 48-hours advance notice. We understand that this is not always possible in the case of illness.

#### Two Missed Session Limit

- Following two cancelled or no-show appointments, you will no longer be given priority on the schedule. This includes appointments on the calendar that are consecutive or non-consecutive. The weekly appointment day/time previously reserved for you will be made available to another student requesting counseling.

(You are welcome to schedule again in the future; however, we will prioritize those who are waiting for an appointment. Also, future openings may not fit your available time or former counselor's schedule.)

Northwest University Wellness Center

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<http://eagle.northwestu.edu/departments/wellness-center/>