



Missed Appointment Policy For Outpatient Clinical Programs

Zumbro Valley Health Center strives to meet the needs of all people who contact the agency for service. Scheduled appointments that are missed without notice prevent others from receiving care in a timely manner.

A no-show is an appointment that is:
• Missed without notice
• Cancelled with less than a 12-hour notice

If you must miss a scheduled appointment, please contact our front desk at (507) 289-2089, as soon as possible. This provides an opportunity to offer this appointment to another client who may be experiencing problems or difficulties.

If authorized by a client during the intake session, Zumbro Valley Health Center will place an appointment reminder call 48 hours (2 days) in advance of each scheduled appointment. It is the client's responsibility to update contact information with customer service as it changes.

Outpatient Therapy, Psychiatry, and Substance Use Programs

Clients who have two (2) no-show appointments will receive a letter at their authorized address outlining the Missed Appointment policy. Clients who have three (3) no-show appointments within six months will receive a letter at their authorized address and will be placed on same-day status. For further questions, please follow-up with your individual provider.

Primary Care

Current clients who have (3) no-shows in a 6-month period will be allowed same-day or walk-in appointments only. New clients who no-show their initial appointment two (2) times will be closed and unable to schedule another appointment for six (6) months AND until they are referred by another provider. For further questions, please follow-up with your individual provider.