



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 us at (507) 289-2089 and press zero (0) for Customer Service; as soon as possible to cancel or reschedule your appointment. This provides an opportunity for us to offer this appointment to another client in need of services.

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 (Individual Therapy, Family Therapy, Group Therapy)

Clients who have two (2) no-show appointments will receive communication referring to the Missed Appointment Policy. Clients who have three (3) no-show appointments in a six (6) month period may be discharged at the program's discretion. For further questions, please follow-up with your individual provider.

Psychiatry and Integrated Clinic

Clients who have two (2) no-show appointments will receive communication referring to the Missed Appointment Policy. Clients who have three (3) no-show appointments in a twelve (12) month period may be discharged at the program's discretion. For further questions, please follow-up with your individual provider.