

The Fresh Start Program

Waterstone Counseling Center

Dr. Thomas Abbenante, MD • Dr. Richard Goulding, MD

Dr. Marc F. Bono, Psy.D

Patient Attendance Policy Agreement

Waterstone Fresh Start Program requires that you attend weekly therapy sessions in conjunction with weekly medical management.

- Patients are established on a weekly therapy and medical management schedule so that they can work their personal schedules around these appointment times.
- We recommend you do not schedule other appointments or work during the time slot you will be at our agency.
- We expect that you will be able to attend your appointments as required by procuring transportation to and from the agency.

To participate in the Fresh Start treatment program, appointment cancellations must be called in to our office at least 24 hours prior to time of appointment and must have valid reason for cancellation. Individuals with private insurance will be charged \$25 for appointment cancellations made with less than 24 hour notice.

DIAL 203-245-0412 ext 2 – leave message to report an absence

Excused Absence Reasons:

Hospitalization (provide documentation)

Death in family

Illness not treatable by Waterstone physician at time of med management

Court Dates/Legal Appts (provide documentation)

Unexcused Absence Reasons:

Transportation issue

Work Conflict

Appointments at other locations

Childcare

Overslept

Forgot

Please note, we review cancellation reasons to help us determine a client's motivation and commitment to the program. Unexcused absences will be addressed by your provider treatment team to determine if the program can meet your needs.

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ABSENCE (Excused or Unexcused) POLICY TERMS

- Patients are allowed 2 (two) absences during a 90 day period regardless of type of appointment
- If a patient cancels a scheduled appointment a 3rd time during a 90-day period, the patient will be put on probation for excessive missed visits for 45 days.
- Any missed appointments during probation will result in discharge from program.

Any absences not reported prior to scheduled session are considered **NO-SHOWS, REGARDLESS OF REASON.**

- 1st No-Show = Warning Letter
- 2nd No-Show = 45-day probation
- 3rd No-Show = Discharge is considered for higher level of care
- Absence during probation = Discharge considered for higher level of care

All the above are considered guidelines and the staff reserve the right to modify these policies based on factors including length of time in treatment, clinical issues such as relapse and mental health symptoms, history of meeting other program requirements and overall clinical progress.

By signing this document, the patient agrees to adhere to the attendance policy guidelines while in treatment with Waterstone Counseling Center, LLC and the Fresh Start Program.

Failure to do so will result in discharge from the program.

Patient Signature: _____ Date: _____

Doctor Signature: _____ Date: _____