

Green Apple Counseling

1500 10th Ave S. Ste 200 Great Falls MT, 59405 Phone: 406-866-0350

POLICY: CLIENT CONDUCT

PURPOSE: We value the clients that we serve as well as the providers time and need cooperation with keeping appointments.

CONDUCT:

Missed Appointments:

- Missing or late canceling an appointment means we are unable to fill this appointment time with other patients who are in need of care.
- It also is inconsiderate of the provider's time.

Cancellations:

- If you need to cancel your appointment, you must give us at least 24 hours' notice.
- Cancellations made with less than 24 hours' notice may be considered a missed appointment.
 - Appointment reminders that are sent out the day before your appointment does give you the option to cancel at that time.

Late Arrivals:

- If you are more than 15 minutes late to your appointment, you may be rescheduled, and your appointment given to another client.
 - This may be considered a missed appointment

Compliance with attendance:

- You must keep 75% (6 out of 8) of scheduled appointments.
 - If you miss 25% of your scheduled appointments, you may be discharged or put on suspension.
 - If you have three (3) consecutive No Shows, you may be put on suspension or discharged.

Client Behaviors and Expectations:

- Clients who exhibit treatment-interfering/progress-interfering behavior shall be treated in a firm but dignified manner consistent with therapeutic objectives.

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- Clients may express their opinions, make recommendations or resolve grievances directly to their clinician/therapist/ physician or in writing to the director of the treatment program they are involved in.
- Green Apple Counseling does not allow smoking, alcohol, illegal substances, or paraphernalia on or around 2nd floor of leased building.
- Weapons are not to be brought to any Green Apple facility.
- The client is responsible for being considerate of the rights of other clients and Green Apple personnel and for assisting in the control of noise, smoking and distractions. The client is responsible for being respectful of the property of other persons and that of Green Apple Counseling.

Misconducts:

- All misconducts will be treated as an incident report and follow incident procedure.
- Any inappropriate behaviors will be addressed immediately by chain of command.
- For any possible emergencies, Green Apple is allowed to call 911 for medical or safety concerns.
- Any violation of these rules may result in a suspension of services if misconduct is minimal
 - To be determined by counselor and office manager.
- Any serious violation may result immediate termination of services depending on severity of misconduct and safety risk to Green Apple employees or clients.

Distribution of Information:

- Clients will be asked to sign an agreement indicating that they are willing to abide by these standards during the first visit.