

LOGO

**Make-up Clinic/Appointment Policy for MAT Clinic:**

**Medical Management, Group Therapy and Required Individual Therapy Sessions**

- *Patients may cancel, leave early or be extremely late (more than 15 minutes) to a Medical Management, Group Therapy or Required Individual Therapy Session as follows:*
  - Weekly: one time every six weeks
  - Bi-Weekly: one time every three months
  - Monthly: one time every six months
  
- *If a patient cancels or is extremely late (more than 15 minutes) to a Medical Management, Group Therapy or Required Individual Therapy session and is not eligible for a makeup appointment, the following applies:*
  - Weekly: Patient must present to daily check-in group for medical/medical assistant visit for a week
  - Bi-Weekly: Patient must present to daily check-in group for medical/MA visit for a week. After the first week, patient will receive a one-week prescription to last until next regularly scheduled group.
  - Monthly: Patient must present to daily check-in group with medical/MA visit for a week. After the first week, patient must continue to present to check-in group with MA visit once weekly (at which time they will receive a one-week prescription) until next regularly scheduled group.
  
- *If a patient cancels or is extremely late to a Required Individual Therapy Session and is not eligible for a make-up appointment, then at his/her next scheduled Medical Management Appointment, the above rules will apply.*
  
- ***If a patient “no-shows” to a Medical Management, Group Therapy or Required Individual Therapy Session, he/she may be discharged from the MAT Clinic or be referred out.***

*\*If a patient cancels an appointment due to an emergency and can provide documentation, that patient may come in for a makeup appointment and receive the entire script.*

**Daily check-in group description:**

Occurs Monday through Friday at 4:00 p.m. (thus, a “week” equals 5 days). A one-day prescription will be called into pharmacy by case manager at the end of each check-in group/MA visit. If a patient does not present for check-in group/MA visit, he/she will NOT receive a prescription for that day. Patients will NOT be discharged for missing a check-in group/MA visit. If a patient cannot attend check-in group/MA visit at 4:00, providers may work with patient to find another time if feasible.