



**Client Name:** \_\_\_\_\_ **MRN:** \_\_\_\_\_

**Welcome to Contra Costa County Mental Health Services! We are committed to the well-being of your child/adolescent and to providing them with the best quality of care.**

**Importance of Attending Appointments:**

Attending appointments regularly will help your child/adolescent get the most benefit from treatment. We ask that you make every effort to have them attend all scheduled appointments.

If your child/adolescent is unable to attend an appointment, please cancel the appointment ***as soon as possible, preferably at least 24 hours in advance.*** If you are not able to provide 24 hours' advance notice, ***we still ask that you cancel as soon as possible.*** This will allow our providers to schedule someone else into that appointment time.

We are obligated to review the records of clients whom we have lost contact with to determine whether they should be discharged from care.

**Child/Adolescent Psychiatry Appointment Attendance Requirement:**

**A Parent or caregiver, or an authorized designee, must accompany a child/adolescent to all psychiatrist appointments.** Clients under 18 meeting with a psychiatrist must be accompanied by a parent or caregiver, or have a letter stating that the parent or caregiver consents to having another adult accompany their child/adolescent to appointments. If the child/adolescent is not accompanied by a parent, caregiver or an authorized adult, the appointment will be canceled and rescheduled.

**Appointment Reminders:**

If you made a clinic-based appointment more than 48 hours in advance, in most cases you will receive an automated reminder call or text (depending on the option you selected) to help you remember your appointment.



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**Difficulties attending appointments:**

If you have a problem that makes it difficult for your child/adolescent to attend their appointments (such as transportation), please let us know. We can help you find any needed resources so that your child/adolescent can come to their appointment.

**How to cancel an appointment:**

You may cancel your child's/adolescent's appointment in any of the following ways:

- Call your clinic, \_\_\_\_\_, at \_\_\_\_\_. If no one answers, please leave a cancellation message on the voicemail system.
- If you have a MyChart account and have online access to your child's/adolescent's medical record, you may notify your provider through MyChart. Apps are available on the Apple Store or Google Play Store, and it can be accessed on the web at <https://mycclink.cchealth.org>.
- Respond to the instructions in the automated appointment reminder you receive.

**We are eager to partner with you and your child/adolescent to work toward their well-being!**

Please sign this form to acknowledge that a staff member has:

- explained the Mental Health Attendance Guidelines to you,
- answered any questions you had, and
- offered you a copy of this document for your records.

_____ Client/Legal Representative Signature	_____ Client/Legal Representative Printed Name	_____ Date
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_____ County Staff Signature	_____ County Staff Printed Name	_____ Date
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**For Clinic Use Only**