No Show Policy

Return Appointments

The PCC provides a range of services for Vanderbilt undergraduate, graduate, and professional students. These include but are not limited to individual therapy, biofeedback, medication management, and reading and study skills. (Note that each group therapy leader will define the attendance policy for the group). The services provided are intended to honor our mission:

“…supports the mental health needs of all Vanderbilt students to help them reach their academic and personal goals. Our highly skilled and multi-disciplinary staff collaborates with students to provide evidence-based treatment plans tailored to each individual’s unique background and needs. The PCC also emphasizes prevention through outreach and consultation focused on the development of the skills and self-awareness needed to excel in a challenging educational environment.”

In order to effectively meet our mission and use our resources wisely we ask that each student arrive on time for scheduled appointments. It is important to discuss with your therapist or medical provider if you have questions about the appointment times or if there are identifiable barriers to keeping appointments. In general we expect the following:

1. **You should make every effort to keep the appointment as scheduled.**
   - If there is an unavoidable conflict you should contact the PCC at least 24 hours in advance, preferably 48 hours in advance. This is to ensure that the time slot can be made available to another student in need.
   - We will reschedule you at the next available appointment which may mean a delay of 1-3 weeks depending upon the time of year and the volume of requests.

2. **If you miss 2 or more appointments you should have a discussion with your therapist or medical provider to explore barriers to keeping the appointments.**
   - If there are extenuating circumstances this should be reviewed with your therapist or medical provider prior to scheduling another appointment.
   - If after discussion with your provider you continue to miss appointments then the Director or Associate Director will review the situation prior to rescheduling a missed appointment.

3. **You must keep your appointments to receive prescriptions from the PCC medical providers.**
   - You should discuss with your provider if/when there are unavoidable conflicts impacting your attendance and impacting your prescription(s).

Note that the PCC recognizes that there are students whose mental health issues interfere with consistent attendance. It is important for students with mental health issues to intentionally address their attendance in order to effectively work towards health. For these students the PCC provider(s) will work with you to develop a “Care Plan” in an effort to help you as a student to develop the structure needed to overcome your internal barriers to treatment.

**SUMMARY**

- Cancellation of appointments should be made 24 hours in advance, preferably 48 hours
- If you miss 2 or more appointments you will need to discuss with your provider prior to scheduling with your provider
- If you continue to miss appointments your case will be discussed with the Director/Associate Director before additional appointments will be scheduled
- You must attend appointments to get your prescription(s)
- If you have mental health issues interfering with your attendance it is expected that you and your provider will develop a Care Plan to address the barriers