

## Dickinson College Wellness Center Attendance Policy

### Policy/Procedure

The Wellness Center charges a \$15.00-\$25.00 “no-show” fee for all missed appointments and appointments that are not cancelled twenty-four or more hours in advance of the appointment time. The “no-show” fee for appointments for most providers will be \$15.00 and the fee for physician or Mantra psychiatric appointments will be \$25.00. These fees may also be charged if a student arrives more than 10 minutes late for an appointment (depending on the length and nature of the appointment) and the appointment must be rescheduled.

A student who misses an appointment without cancelling twenty-four or more hours in advance of the appointment time will receive an email explaining the fee. The student will have three weeks from the date of the missed appointment to pay the fee or request that the Wellness Center charge their student account. If the student does not contact the Wellness Center with payment details by the deadline date, their student account will be charged. If the fee is charged to a student account, it will appear as a “Wellness Center Charge”. If the no show or late cancellation occurs near the end of the semester, the student account will be charged after the last day of finals unless the student contacts us with alternate payment details. No information about the student’s appointment will appear on the student’s account. The Wellness Center has the discretion to place a hold on the student’s record blocking class registration for the next semester if the fee cannot be charged to the student account. Any student who has concerns about a specific charge should communicate these concerns in writing to the Wellness Center and the reported issue with the charge will be reviewed by the Administrative Manager or Executive Director.

### Related Information

The purpose of this policy to improve access to services for students. When a student does not show for an appointment or cancel in advance, it prevents our office from offering the appointment to another student.

Students can cancel appointments by notifying the Wellness Center at least 24 hours before the appointment time, which can be done by:

- Calling the Wellness Center and leaving a message at 717-245-1663
- Canceling in person by coming into the Wellness Center
- Canceling through our patient portal or secure message system
- Emailing the Wellness Center, [studentwellness@dickinson.edu](mailto:studentwellness@dickinson.edu)

No show fees will apply to all individual appointments and weekly group therapy sessions, with the exception of drop-in groups, non-clinical consultations, or Crisis walk-ins.

<b>History/Revision Information</b>
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**Responsible Division/Office: Student Life/Wellness Center**

**Approval Date:**

**Effective Date: July 1, 2019**

**Last Amended Date: 09/30/2022**

**Next Review Date: 09/30/2025**

**Also Found In:**