



No Show Policy

Policy Overview

At Ally Integrated Healthcare, we are committed to providing high-quality mental health services to all our clients. To ensure that we can effectively manage our schedules and provide timely care to all, we have implemented a **No-Show Policy**. This policy outlines the expectations and consequences related to missed appointments.

Definition of a No Show

A "No Show" is defined as a scheduled appointment that is missed without prior notification or cancellation. This includes:

- Not arriving for a scheduled appointment.
- Cancelling an appointment with less than 48 hours' notice.

No Show Fees

To discourage missed appointments and compensate for the time lost, the following fees will be applied:

- **First No Show:** A warning will be issued, but no fee will be charged.
- **Subsequent No Shows:** A fee of **\$150** will be charged for each missed appointment.

How to Cancel an Appointment

To avoid No Show fees, appointments can be canceled or rescheduled in the following ways:

- **Phone:** Call our office at **617-377-7868 | 508-251-8159** during business hours.
- **Email:** Send an email to intake@allyintegratedhealthcare.com at least 48 hours before your appointment.

Exceptions

We understand that emergencies and unforeseen circumstances can occur. If you experience an emergency or have a valid reason for missing your appointment, please contact our office as soon as possible to discuss potential exceptions to the No Show fee.



Impact on Care

Repeated No Shows can disrupt the continuity of your care and may result in the inability to schedule future appointments. We encourage all clients to communicate openly with us to ensure that their mental health needs are met effectively.

Refill Policy

Policy Overview

At Ally Integrated Healthcare, we aim to make the medication refill process as seamless and efficient as possible for our clients. This policy outlines the procedures and timelines for requesting medication refills.

Refill Requests

Clients can request medication refills through the following methods:

- **Phone:** Call our office at **617-377-7868** | **508-251-8159** during business hours.
- **Email:** Send an email to intake@allyintegratedhealthcare.com with your refill request.

Processing Time

Please allow up to 48 hours for refill requests to be processed. It is important to request refills before running out of medication to avoid interruptions in your treatment.

Emergency Refills

In the event of an urgent need for medication, please contact our office directly. Emergency refills will be considered on a case-by-case basis.

Controlled Substances

For medications classified as controlled substances, refill requests may require additional processing time and adherence to state and federal regulations. Clients may be required to schedule an appointment with their provider before a refill is approved.



Pharmacy Information

To ensure timely processing, please provide the following information when requesting a refill:

- Your full name and date of birth.
- The name and dosage of the medication.
- The name and phone number of your pharmacy.

Policy Compliance

Compliance with the refill policy is crucial to maintaining the effectiveness of your treatment plan. Failure to adhere to the policy may result in delays or denial of refill requests.

If you have any questions or concerns regarding our No Show or Refill policies, please do not hesitate to contact our office. Your cooperation is greatly appreciated as we strive to provide the best possible care to all our clients.