



DEFENSE HEALTH AGENCY
KELLER ARMY COMMUNITY HOSPITAL – WEST POINT
900 WASHINGTON ROAD
WEST POINT, NY 10996

MCUD-BH

20 November 2024

MEMORANDUM FOR RECORD

SUBJECT: Department of Behavioral Health (DBH) Attendance Policy

1. Missed medical appointments cost the Army a significant amount of money and prevent beneficiaries from accessing the care they need. In essence, an appointment missed by you is an appointment missed by two. To maximize our resources and improve access to care, the DBH has put into effect several guidelines regarding appointment attendance.

a. In the event that you are unable to attend a scheduled appointment, please notify the clinic at least 24 hours in advance by calling 845-938-3441 / 4707. Any attempt to cancel an appointment after the originally schedule time will be documented as a “No Show.”

b. We understand circumstances may prevent you from arriving to your appointment on time. Patients that are unavailable 15 minutes past their scheduled appointment time may have to be rescheduled. The decision to reschedule will be left up to the servicing provider. If you missed your appointment and feel you cannot wait to be seen, let the front desk know so we can determine how to best assist you with options like a telephone consult to your provider, briefly talking to an available provider to determine your immediate needs, or to advise you to report to an emergency room.

c. Active Duty Service Members should be aware that their Chain of Command may be notified if they fail to attend their schedule appointments. Patients that frequently miss appointments or display a pattern of “No Shows” will be elevated to the chief of the clinic, Chief of DBH, and/or Deputy Commander for Clinical Services for appropriate action.

2. The point of contact for this memorandum is COL Ulu Porter at 845-938-7595 or ulu.e.porter2.mil@health.mil.

ULU E. PORTER
COL, MS
Chief, Department of Behavioral Health

I have read and understand the above material.

Printed Name: _____ Date: _____

Signature: _____