



No Show and Cancellation Policy

At Van Buren Community Mental Health (VBCMH), we care about giving every person the best support possible. When an appointment is missed or canceled without enough notice, it can take away time from someone else who may need care.

We understand that life happens and plans can change. If you need to cancel, please let us know as soon as you can.

If appointments are missed often (for example, 2 missed visits in 6 weeks or 2 no-shows in a row), your services could be at risk, and your case may be closed. Your appointment time may also be shortened to 30 minutes until you attend two visits in a row. If therapy services are closed, other services, like the med clinic, may also be affected.

No matter what, you will always have access to emergency services if you need them.

We'll do our best to offer appointment times that work for you and will send reminders to help you stay on track. If we ever need to cancel, we will try to give at least 24 hours' notice, and those cancellations will not count against you.

If getting to your appointments is a challenge, please reach out. We're here to help and will work with you to find a solution.

24/7 Crisis Line: 1-800-922-1418
Direct: 269-657-5574
Customer Service: 269-655-3333
TTY: MI Relay Service at 7-1-1

