CASE WESTERN RESERVE UNIVERSITY
University Health and Counseling Services

Late Arrival Policy for Student Appointments

Purpose

University Health & Counseling Services (UH&CS) is committed to providing timely, accessible, and high-quality care to students. Arriving on time helps ensure that students receive the appropriate amount of time with their provider and minimizes disruptions to other scheduled appointments.

This policy establishes consistent expectations for students who arrive late for scheduled appointments while allowing providers to use clinical judgment when appropriate.

Late Arrival Standards

Students are asked to arrive **at least 10 minutes prior to the scheduled appointment time** to allow adequate time to complete required paperwork, check-in procedures, insurance verification, and other necessary pre-appointment requirements.

The scheduled appointment time represents the time the student is expected to be ready to begin the appointment with their provider. Arriving 10 minutes early does not change the student's scheduled appointment time or the late-arrival thresholds outlined below.

- **Health Services:** 10 or more minutes after the scheduled appointment time
- **Counseling Services:** 15 or more minutes after the scheduled appointment time
- **Psychiatry Services:** 15 or more minutes after the scheduled appointment time

Students who arrive late may not be able to be seen at their originally scheduled appointment time. Available options will depend on the type of appointment, clinical need, and appointment availability.

Revised 11/2026

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Students Arriving Beyond the Late Arrival Standard

Health Services

Students who arrive 10 or more minutes late for a Health Services appointment will be triaged by a nurse to assess the urgency of the student's medical concern and determine the appropriate next step for care.

Based on the student's clinical needs, appointment availability, and the amount of time remaining in the scheduled appointment, the student may:

- Be seen by the originally scheduled provider;
- Be seen by another available provider;
- Be offered another appointment later that day, when available;
- Be rescheduled for the next appropriate appointment; or
- Be directed to another appropriate level or location of care based on the nurse's assessment.

Students with urgent medical needs will be managed according to established clinical triage procedures.

Counseling Services

Students who arrive **15 or more minutes late** for a Counseling Services appointment will be rescheduled for the next available appointment. Available options will depend on whether the student was scheduled for a same-day appointment or an ongoing counseling appointment with an established provider.

Same-Day Counseling Appointments

Students who arrive late for a same-day counseling appointment will be offered options for timely access to support. Depending on availability, these may include:

- Another available Same-Day Counseling Appointment later that day;
- An available Same-Day (or next day) Counseling Appointment the following day; or
- Virtual mental health support through **TimelyCare**.

The student will most likely not be seen by the provider with whom the original appointment was scheduled.

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Ongoing Counseling Appointments

Students who arrive late for an ongoing counseling appointment with an established provider will be rescheduled for the next available appointment with their established provider that also works with the student's schedule.

If a student feels they need support before their next appointment with their established provider, UH&CS staff will assist the student in identifying an appropriate option for more immediate support.

Psychiatry Services

Students who arrive **15 or more minutes late** for a Psychiatry appointment may not have sufficient time remaining to complete the scheduled visit safely and appropriately.

The student will be rescheduled for the next appropriate appointment. If a student is concerned about a medication refill, they can submit a refill request form or send a secure message to their provider.

Providers are not expected to extend appointments beyond their originally scheduled end time when doing so would delay care for subsequently scheduled students.

Urgent or Emergent Concerns

A student who arrives late and reports an urgent medical or mental health concern will not be automatically rescheduled without appropriate clinical assessment or triage.

Staff will follow established UH&CS procedures to determine the appropriate level and timing of care. Students experiencing a medical or mental health emergency will be connected with emergency services consistent with existing UH&CS protocols.

Repeated Late Arrivals

Students who repeatedly arrive late may be reminded of the importance of arriving on time and informed that continued late arrivals may result in appointments being rescheduled when there is insufficient time to provide appropriate care.

When appropriate, staff may work with the student to identify barriers to timely attendance and discuss scheduling or care options that may better meet the student's needs.

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Exceptions and Clinical Judgment

UH&CS recognizes that circumstances outside of a student's control may occasionally result in a late arrival. Providers and clinical leadership may make reasonable exceptions to this policy based on clinical circumstances, accessibility needs, operational considerations, or other appropriate factors.

The priority is to maintain access to appropriate care while ensuring appropriate clinical care and minimizing disruption to other scheduled appointments.

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