

DIGITAL DROPOUTS & DISENGAGEMENT – WHAT TO SAY WHEN A CLIENT GHOSTS

VIRTUAL CARE COMES WITH UNIQUE DISENGAGEMENT PATTERNS:

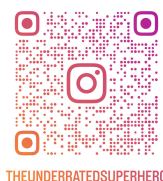
- NO-SHOWS
- MID-SESSION EXITS
- SUDDEN SILENCE VIA PORTAL/EMAIL.

ETHICAL NOTES:

- KEEP MESSAGES NEUTRAL AND FREE OF GUILT LANGUAGE.
- ALWAYS CLARIFY IF YOU'LL HOLD THE SPOT OR REQUIRE RE-ENGAGEMENT STEPS.
- DOCUMENT OUTREACH ATTEMPTS FACTUALLY, WITHOUT JUDGMENT.

Printable Version

A Visual Decision Guide for Clinicians Navigating Client No-Shows, Session Cancellations, and Digital Silence in Virtual Therapy



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