



## Scheduling Appointments

**To schedule appointments call: 660-200-DOCS (660-200-3627) or Toll Free 855-414-3627**

When scheduling an appointment it is helpful to let the scheduler know the kind of appointment you need.

**Routine Appointments** include well child checkups, well adult checkups, sports, work and insurance physicals.

These are non-urgent and may be scheduled up to 2 weeks from time of request.

**Follow-up Appointments** include return visits and follow-ups to ER or hospital visits.

These are scheduled as needed. For your convenience return visits can be scheduled during checkout.

**Acute Appointments** include visits for new or developing illness, injury, infection, or severe pain.

These are scheduled the same day when possible. If your primary care provider has no opening you may be offered a same day appointment with an alternate provider.

**Same Day Appointments:** A limited number of same day appointments are available any day the clinic is open and can be scheduled by calling Central Scheduling after 8:00 AM.

**Reminder Calls:** Make sure we have a valid phone number so you can receive a reminder call for your appointment. Automated reminder calls go out 2 days prior to your appointment. Reminder calls are provided as a convenience to patients. Missing a reminder call does not excuse No Shows or Late Arrivals.

**Minimizing Wait Time:** We are working to reduce the time you spend waiting in our clinics. We ask that you arrive 15 minutes before your appointment time. Each patient that needs services from the provider must have an individual appointment. You can be added to a family member's appointment only when there is an opening in the schedule.

**Cancellations and No-Shows:** Call central scheduling to cancel an appointment. Appointments not cancelled at least 24 hours in advance are considered a No Show and will be subject to the following steps:

1<sup>st</sup> No Show - You will receive a copy of this information sheet and be reminded of the No Show policy.

2<sup>nd</sup> No Show - You will only be allowed to schedule an appointment slot that is at the end of the morning or at the end of the day. If you have no further No Shows in the next 12 months, regular appointment scheduling can resume.

3<sup>rd</sup> No Show - You will no longer be allowed to schedule an appointment but may arrive and wait for an opening in the schedule. Openings are not guaranteed every day or with your preferred provider.

**Late Arrivals:** If you arrive more than 15 minutes late for your appointment, you may wait if there is an opening in the schedule or you may opt to be rescheduled for another day. On-time patients have priority over late arrivals.

**New Patients:** If you arrive late or no show for your New Patient appointment, you will only be allowed to reschedule with permission from the provider or clinic supervisor.