



Three Rivers Health

School linked PAWS Community Adolescent Health Center (CAHC) and E3 Program

Appointment Policy

Our goal is to provide quality health care in a timely manner. Our providers and staff work to create a schedule that can accommodate our clients as efficiently as possible. This allows us to provide each client we serve with our full attention and the most comprehensive visit possible.

We offer a variety of appointments, both in the office or as a Telehealth visit, depending upon your need. We think of each appointment as a two-way commitment. If you need to make a change or reschedule, please let us know in advance so we can offer your time slot to someone else. Please see our cancellation policy. We're committed to offering a warm and youth friendly environment with many on-site services. We do accept walk-ins, but appointments take priority. Clients who walk-in without a scheduled appointment will be offered the next available slot which may not be the same day. We ask that you come early and 'check-in' approximately five (5) minutes in advance of your scheduled appointment. This allows us to verify and update any changes in your information and complete any required forms. We ask that you explain all the issues you are experiencing when scheduling your appointment, as this will allow us to set up additional time if needed. Please read the information below and call us to schedule or to ask us additional questions.

Cancellation and No Show Policy

Our goal is to provide quality health care in a timely manner. In order to do so, we have implemented an appointment cancellation policy. The policy enables us to better utilize available appointments for our clients in need of care. We understand there are times when you must miss an appointment due to emergencies or other obligations. However, when you do not call to cancel an appointment, you may be preventing another client from getting much needed treatment. Likewise, the situation may arise where another client fails to cancel and we are unable to schedule you for a visit, due to a 'full' schedule. A 'no show' is someone who missed an appointment without cancelling it within a 24 hour working day in advance. No-shows inconvenience those individuals who need access to health care in a timely fashion. After three (3) 'No Shows' in a six (6) month period, the client may be discharged from care.

How to cancel your appointment:

If it is necessary to cancel your appointment, we ask that you call in advance. Appointments are high in demand, and your early cancellation will give another person an opportunity to take that appointment. To cancel your appointment, please call our office during normal business hours. You may need to leave a message.

Scheduled Appointments:

We understand that delays can happen, however, we must try to keep the other clients and providers on time. If you are running late, please notify the office. If a client is 15 minutes past their scheduled time, we may have to reschedule your appointment. Or if we can accommodate that day, your wait may be a little longer.

By signing this, I confirm that I have read and acknowledge the Appointment Policy and Cancellation and No Show Policy.

Signature

Date