



Notice of Change in Policy for Missed Appointments

Start Community Health Center has recently changed its policy for appointments that are missed. The changes are as follows:

1. If the appointment is canceled less than 24 hours from the appointment time, it is considered a No-Show.
2. If the appointment is canceled more than 24 hours, it is considered Canceled.
3. If the appointment is canceled by the clinic or provider, it is considered Canceled by Provider.
4. If a client is more than 15 minutes late, the appointment will be considered a No-Show. However, the client will be given the option to wait to see if he or she can be worked into the schedule for that day.

If any client has two missed appointments (Canceled or No-Show) within 90 days, two consecutive missed appointments within 90 days, or three or more missed appointments within 90 days, then alternative scheduling may apply. Please note you may receive a telephone call from our Engagement Specialist after a missed appointment to determine if we can help in any way to prevent further missed appointments and/or to discuss scheduling alternatives.

As always, thank you for choosing Start Community Health Center for your care. We know that you have a choice, and we are proud that you have chosen us.