

Behavioral Health Appointment Notice

Welcome to River Hills Community Health Center!

For our clinic, we schedule individual appointments for each patient to allow us to deliver the quality and personal care that is deserved. We do not want to have to turn away patients due to no openings, only to have the scheduled patient not show for their appointment or cancel repeatedly with little notice. Therefore, we have implemented a protocol for missed appointments as well as late arrivals as follows:

INITIAL APPOINTMENTS: If your appointment day or time is no longer convenient for you and you need to cancel or reschedule, please call the clinic ahead of the scheduled appointment time. **If you do not attend your initial appointment in our clinic, you will be considered a “no show” and you will not be scheduled for a second initial appointment.** You will, however, be offered the option of a “sit and wait” visit to be able to complete your initial appointment and establish care with our organization. The “sit and wait” time that are available for *initial appointments* will be posted in the clinic and communicated by reception staff. This means that you will be able to come into the clinic to wait to see if there is an opening with one of our Practitioners. Schedules vary each day, so it’s possible that you may not be seen that same day and would need to come in another week to sit and wait. During this sit and wait time you will be asked to fill out additional paperwork and may speak to a Nurse as well while waiting to see if there is an opening to be seen by one of our Practitioners.

FOLLOW UPS: If you miss 3 scheduled follow up appointments or have an excessive number of last-minute cancellations you will be placed on “sit and wait” status and any future appointments that are already scheduled with this practitioner may be canceled. You will not be allowed to schedule an appointment again until you have been seen through the “sit and wait” process first. Once you have completed your visit, the ability to reschedule appointments will be reset. “Sit and wait” times for *follow up appointments* will be posted in the clinic and communicated by reception staff. We are unable to guarantee that you will be seen during the “sit and wait” time, but we will make every effort to work you in as our schedules allow.

LATE TO APPOINTMENTS: If you arrive (or connect for telehealth visits) 10 minutes or more past your scheduled appointment time your appointment will need to be cancelled and rescheduled to the first available appointment time with the Practitioner you are seeing.

If transportation is a concern and if you have a Medicaid plan such as Amerigroup/Wellpoint, Molina, or Iowa Total Care, you may qualify for either mileage reimbursement OR a ride to your medical appointments through your insurance carrier. Please consult your insurance card for more information or request to talk someone if assistance is needed.

By signing this document, I understand and agree to abide by River Hills CHC’s policies and protocols regarding appointments. This protocol/policy may be changed or updated in the future at any time. Notice of these updated changes will be posted in the clinic.

Signature: _____
Patient or person legally authorized to consent for patient

Date: _____

Printed name of legally authorized person signing

Relationship to patient