



South Central Missouri Community Health Center
DBA Your Community Health Center
1081 East 18th Street
Rolla, MO 65401
573-426-4455

Our Missed Appointment Policy

To our Patients:

We value you as our patient. We also need your cooperation keeping appointments so that we can provide the best possible care. Missed appointments or late cancelations mean we are unable to fill appointment times with another patient who may need care.

- **We will confirm your appointment** the business day before.
- **If you need to cancel or reschedule your appointment, please give at least 24 hours notice.** Cancellations made with less than 24 hours' notice, may be considered a missed appointment.
- **Please arrive on time.** If you are going to be late for an appointment, please call the office as soon as possible to make accommodations. If you are more than 15 minutes late to your appointment, we may give your appointment away to another patient. Being late for an appointment will be considered a missed appointment. Patients who are late may be invited to wait for an opening as a walk-in patient.
- **Patients are only allowed 3 missed appointments in a 12 month period.** After the third appointment, you will not be scheduled regular appointments. You will be welcome to use the clinic as a "walk-in" patient.
- **All charges are due at the time that services are rendered** unless other arrangements have been made prior to the visit. It is your responsibility to pay for any services rendered.

Many patients use Your Community Health Center services. Your help in keeping your appointments enables us to provide better and timelier care for all our patients.

Your Community Health Center