

ATTACHMENT A

RIVER HILLS COMMUNITY HEALTH CENTER
APPOINTMENT NOTICE

Dear Patient:

Your appointment has been scheduled specifically for you!

As a busy dental practice with a high demand for patient appointments, we take coming to your appointment on time very seriously. We hope that you do as well.

You are expected to arrive at least 15-minutes before your appointment time so that we can address any insurance or billing questions and assist you in completing any necessary paperwork before you meet with your provider. For example, if your appointment is scheduled for 9:00 AM, you should check in with the receptionist at 8:45 AM. Arriving late or not arriving at all for your scheduled appointment, or failing to call to cancel an appointment with 24-hour's notice is unfair and frustrating to other patients that would have been happy to have taken the appointment, disrespects the provider's time, and interferes with the efficient operation of the entire clinic.

Late for Scheduled Appointment

If you arrive more than 10 minutes after your scheduled appointment, you will be rescheduled, triaged or offered to sit and wait for another scheduled opening that day.

If you must reschedule your appointment, 24-hours' notice is required.

The first time you do not call to cancel or reschedule an appointment or if you fail to show up at the designated appointment time, you will lose your appointment privileges for 30 days and have the option of being placed on a "sit and wait" status. With the second missed appointment, you will lose your appointment privileges for six months and you will be placed in a "sit and wait status". Being placed in a "sit and wait status" means you will be seen on a case-by-case basis as a walk-in sit-and-wait only patient if you arrive at the clinic reception desk by 8:00 AM or 1:00 PM. "Sit and wait" patients must remain in the clinic waiting room until they are seen. If you have to leave the waiting room, for example to go to the restroom, you must inform the receptionist so that you do not lose your spot. There is no guarantee that you will be seen in the morning if you arrive at 8:00 AM. If you are in a "sit and wait" status, you will be seen at the next available time regardless of what time you arrive. Although we will do our best to see all "sit and wait" patients on the day they arrive, "sit and wait" patients may be asked to return on another day if there are clinic emergencies or other unforeseen circumstances. There are no guarantees that "sit and wait" patients will be seen by their primary care provider.

We understand that emergency situations occur that prevent patients from giving advance notice of the need to cancel an appointment. We will consider such situations on a case-by-case basis.

As a courtesy reminder, we notify you before your appointment to confirm that you will be keeping your appointment. Please mark your appointment date and times accordingly.

Patient/Guardian Signature: _____ Date: _____