

LSCC Appointment Policy

We want to provide you with quality and timely health care. For this reason, we are open until 8 pm at some clinic sites and offer convenient hours on weekends. For us to offer these extended hours of service to all patients, it is important that you keep your scheduled appointments and arrive on time. We have reserved that time especially for you and we want to work together to meet your health care needs.

Your appointments are important to your health.

- Keep all of your scheduled medical, dental, vision, and behavioral health appointments.
- Keep and arrive on time for your scheduled program registration/financial screening appointments.
- If you know you cannot keep your scheduled appointment, you must cancel it in a timely manner before the appointment so that we may offer it to someone else. Please call 877-800-5722 and give 24 hours' notice for behavioral health appointments, and 2 hours' notice for medical appointments.

What happens if you don't come to an appointment or don't cancel or reschedule it with the proper notice ("no-show")?

- You may be subject to limitations that prevent you from scheduling future appointments with specific providers or service lines.
- Before limiting access to appointments, LSCC will consider your individual circumstances, including whether you have children or other dependents who are patients of LSCC and the history of any cancellations or no-shows for those children or dependents. LSCC will also consider whether limiting access would greatly and negatively affect your health or the health of your family.

What happens if you are late?

- If you are late for your scheduled appointment time, you may experience a longer-than-usual wait time, as we may attempt to work you into the schedule for later that day or with a different provider.
- If we are unable to work you into the schedule for later that day or with another provider, or you decline these options, you may need to reschedule your appointment to another day.
- LSCC reserves the right to decide to reschedule your appointment if you arrive late for your scheduled appointment time.

We want to be your Health Care Home. Together, we can provide health care that revolves around you.

Signature of Patient, Guardian, or Authorized Representative

Date