



Emergency Responders Health Center

Appointment Late Cancellation & No-Show Policy

Quality Service for All |

We take pride in serving our first responder community. **Late Cancellations** and **No-Show Appointments** significantly impact our clinical resources, and our ability to continue to provide all ERHC patients with quality care.

We ask that you provide as much advance notice as possible, if you need to cancel or reschedule any appointment. With adequate notice, we will be able to schedule other patients who are waiting to be seen by our providers.

To Cancel: * 📞 **(509) 824-7327** | ERHC Main: Medical, Physical Therapy Appointments & Mental Health
EMAIL | infnorth@er-hc.org

* Yes, you may cancel an appointment by simply leaving a voice mail message within the time frames stipulated.

Clinic Policy | Applies to in-person as well as telehealth appointments.

Late Cancellation: Any regular appointment canceled within less than 24 business hours or Annual Wellness Exam canceled within less than 48 business hours will be considered a *Late Cancellation*. The Late Cancellation policy may apply, whether or not the appointment is rescheduled.

To Cancel a Regular Appointment:	Please Contact Us By:
Scheduled for Monday	Prior Friday, By Noon
Scheduled for Tuesday, Wednesday, Thursday, Friday, or Saturday	Prior Weekday, By Appointment Time <i>Example: Please cancel an 8 a.m. Tuesday appt. by 8 a.m. Monday.</i>
To Cancel an Annual Wellness Exam:	Please Contact Us By:
Scheduled for Monday	Prior Thursday, By Noon
Scheduled for Tuesday, Wednesday, Thursday, or Friday	Two Prior Weekdays, By Appointment Time <i>Example: Please cancel an 8 a.m. Tuesday appt. by 8 a.m. Friday.</i>

No-Show Appointment: Any appointment which you have not formally cancelled, and do not attend, will be considered a No-Show Appointment. Any medical appointment (i.e., scheduled with a physician or nurse practitioner) for which you are more than 15 minutes late will be considered a No-Show Appointment.

Reminder Notification & Automatic Cancellation: We want to see you! ERHC will issue text reminders at the time your appointment is booked, and a few days in advance of your appointment time. If you do not confirm your appointment using our convenient text messaging prompt, you may receive a follow-up phone call and/or email. If we **do not receive a response to our attempts to confirm your visit**, your appointment may be removed from our schedule. If you do confirm your appointment but do not attend, Late Cancellation/No-Show charges will be assessed directly to you, regardless of your health coverage (i.e., health trust, department-sponsored, or private insurance plan).

Late Cancellation/No-Show Fees [Inclusive of telehealth visits]

Appointment Type	No-Show/Late Cancellation Fee	Appointment Type	No-Show/Late Cancellation Fee
Annual Wellness Exam	\$150	Mental Health Session	\$100
Medical Visit	\$100	Physical Therapy Session	\$75
Acupuncture	\$100	Massage Therapy Session	\$75

- In order to avoid incurring charges, please **do not schedule appointments during a work shift or while on-call**, if at all possible.
- In the event of truly extenuating duty-related or other circumstances, ERHC may consider waiving these fees with **written confirmation from a department chief or administrator**.
- Visit er-hc.org for our current schedule. ERHC offers **expanded clinic hours** to accommodate a variety of shifts.