



# Emergency Responders Health Center

9976 WEST EMERALD STREET | BOISE, ID | 208.229.3742 (ERHC) | info@er-hc.org

## Late Cancellation and No-Show Policy

### Mental Health and Massage Therapy

To ensure excellent patient care, ERHC’s Clinic is fully staffed on a daily basis to meet the needs of every patient who has scheduled a visit with us. **LATE CANCELLATIONS** and **NO-SHOW APPOINTMENTS** have a significant impact on clinical resources and our ability to continue to provide ALL patients with quality care. Our Clinic maintains pre-scheduled staffing levels regardless of last-minute cancellations; it is difficult to fill vacated appointments with minimal notice. We encourage 100% attendance for all appointments.

ERHC takes pride in serving our first responder community. We understand that life happens,<sup>1</sup> and your schedule can change. We ask that you provide us with **as much advance notice as possible** if you need to cancel or reschedule an appointment. With adequate notice, we will be able to schedule other patients who are waiting to be seen by our providers.

- For **Mental Health appointments**, we ask for at least **24-hours’ notice\*** if you need to cancel or reschedule an appointment. Emergency Responders Health Center will assess a fee of **\$35.00\*\*** for appointments that are canceled or rescheduled with less than a 24-hour notice. Additionally, Emergency Responders Health Center reserves the right to place a hold on scheduling you for future appointments if you cancel **3 times**.
- For **Massage Therapy appointments**, we ask for at least **24-hours’ notice\*** if you need to cancel or reschedule your appointment. Emergency Responders Health Center will assess a fee of **\$50.00\*\*** for exams that are canceled or rescheduled with less than a 24-hour notice.
- ERHC understands the first priority for first responders is to be immediately available for any on-duty calls or emergencies. We appreciate your service! ERHC reserves the right to waive late cancellation fees when on-duty calls and responsibilities are the reason for the late notice. To cancel or reschedule an appointment, please call **(208) 639-0005** or **(208) 229-3742** during standard business hours.

\*To cancel a Monday appointment, please contact us by noon on the prior Friday.

\*\*Appointment cancellation fees are not covered by insurance plans, and will be billed to the patient directly. Patients are asked to pay any appointment cancellation fees in full prior to scheduling their next appointment.

We appreciate your consideration in keeping all scheduled appointments. If you have any questions regarding this policy, please contact our Clinic at **(208) 229-3742** and we will be happy to assist you.

Name of Patient/Guardian (please print): \_\_\_\_\_

Signature of Patient/Guardian: \_\_\_\_\_

Date: \_\_\_\_\_

<sup>1</sup> ERHC reserves the right to waive this policy in the event of extreme extenuating circumstances (such as on-duty calls and responsibilities or patient hospitalization), on a case-by-case basis, and at the Clinic’s sole discretion. If you believe that your situation qualifies for a waiver, please ask to speak to the Clinic Director.