

Guadalupe Clinic No Show Policy

At Guadalupe Clinic, our priority is to provide timely and comprehensive healthcare services to all patients. However, missed appointments without prior notice disrupt our schedule and prevent us from accommodating other patients in need of medical attention. To ensure efficient use of our medical resources we have implemented the following no show policy:

1. **Cancellation Notice:** If you are unable to attend your appointment, we kindly request that you notify us at least 1 hour prior to your appointment. This advance notice allows us to offer the available time slot to another patient who requires medical care.
2. **No-Show Policy:** Failure to cancel your appointment or attend your appointment will be considered a “no show.” A no show can also be recorded if you arrive 15 minutes after the scheduled appointment.
 - Only 2 No-Shows are permitted within a rolling 12-month period.
 - No-Shows to dental referrals, voucher imaging referrals and Physical therapy appointment are an automatic 1-year wait.
3. **Warning:** After the first instance of a No-show, we will provide you with a written warning and phone call reminding you of our policy and the importance of timely communication.
4. **No-show Consequences:** Two No-Shows within 12 months will result in you not being allowed to schedule an appointment for 6 months unless you pay a \$20 fee to restart your No-show rolling calendar.
5. If you are on a 6-month restriction due to 2 consecutive no-shows, we will not provide medication from our in-house pharmacy. Any refill medication will have to be obtained from an outside pharmacy of your choice, at your cost.

If you have any questions or concerns regarding this policy or need assistance with rescheduling or cancelling an appointment, please do not hesitate to contact the clinic at 316-264-6464 or to cancel by text at 316-372-5206.

As missionary disciples of Christ, and with other people of good will, Guadalupe Clinic works to provide access to quality health care for people in need.

Poliza de Ausencia de la Clinica Guadalupe

En la Clinica de Guadalupe, nuestra prioridad es brindar servicios de salud oportunos e integrales a todos los pacientes. Sin embargo, las citas perdidas sin previo aviso interrumpen nuestro horario y nos impiden acomodar a otros pacientes que necesitan atencion medica. Para garantizar el uso eficiente de nuestros recursos medicos, hemos implementado la siguiente poliza de ausencia:

6. **Aviso de cancelacion:** Si no puede asistir a su cita, le exiigimos que nos notifique al menos 1 hora antes de su cita. Este aviso previo nos permite ofrecer el espacio disponible para otro paciente que requiere atencion medica.
7. **Poliza de ausencias:** Si falla en cancela su cita o no asiste a su cita, se considerara una "Ausencia" Una ausencia puede ser registrada si no llega 15 minutos despues de la cita programada.
 - Solo se permiten dos ausencias dentro de un period continuo de 12 meses.
 - Ausencias en referencias dentales, referencias de imagenes y citas de terapia fisica tendra una espera automatica de 1 año.
8. **Advertencia:** Despues de la primera ausencia, le proporcionaremos una advertencia por escrito y una llamada Telefonica para recordarle nuestra poliza y la importancia de la comunicacion oportuna.
9. **Consecuencias** de ausencias: Dos ausencias dentro de 12 meses no se le permitira programar una cita durante 6 meses, a menos que pague una tarifa de \$20 para reiniciar su calendario continuo de ausencias.
10. Si tiene una restricion de 6 mese debido a 2 ausencias consecutivas, no le proporcionaremos medicamentos de nuestra farmacia interna. Cualquier medicamento de relleno devera obtenerse de una farmacia externa de su eleccion, a su cargo.

Si tiene alguna pregunta o inquietud con respeto a esta poliza o necesita ayuda para reprogramar o cancelar una cita, no dude en comunicarse con la clinica 316-264-6464 o cancelar por mensaje de texto 316-372-5206

As missionary disciples of Christ, and with other people of good will, Guadalupe Clinic works to provide access to quality health care for people in need.