

Quality care for our patients is our priority. Please take a few minutes to review our no-show policy. If you have any questions, please let us know.

The Wahiawā Center for Community Health (Wahiawā Health) is committed to taking care of our patients and attending to their individual needs during their visit. To ensure that we meet this goal, it's very important that our patients keep their scheduled appointments and notify us in advance if they're unable to make an appointment. We understand that unexpected obligations, work commitments, and illnesses can affect your schedule. However, there is a high demand for appointments and by notifying us of any change as early as possible, allows us to schedule with another patient in need of healthcare. Be sure to check your schedule carefully to avoid appointment cancellations.

If you need to cancel and reschedule your appointment, please call us by 5 PM one business day prior to the scheduled appointment time.

If you don't call us, and don't show up for your appointment, this is considered a "no-show".

Three or more no-shows during the 6-month period affects provider-patient relationships. If this happens, we will temporarily put you on the walk-in schedule, or may ask you to find a different health center for your care with a 30-day notice.

With appointments in high demand, we hope this policy will help ensure that our patients get in to see providers as timely as possible and help us sustain our services. Our priority is to meet our patients needs and provide quality healthcare services.

Please let us know if you have any questions regarding this letter.

Thank you,
The Wahiawā Center for Community Health Team

The Wahiawā Center for Community Health understands that sometimes you need to cancel or reschedule your appointment in the case of an unavoidable circumstance. If you are unable to keep your appointment, please call us as soon as possible, or at the latest by 5PM one business day prior to the scheduled appointment time. You can cancel and/or reschedule your appointment by calling our office at (808) 622-1618 or cancelling through the electronic portal.

To ensure that each patient is given the proper amount of time and highest quality care, it is important for each scheduled patient to arrive to their visit on time. As a courtesy, an appointment reminder-call and text message are made or attempted 3-7 business days prior to your scheduled appointment. If you are signed up with our patient portal, you can also see any upcoming appointments on your account.

It is the responsibility of the patient to arrive for their appointment on time.

Please Review the Following Policies:

- 1. If you cannot come to your scheduled appointment, please cancel and/or reschedule your scheduled appointment by 5PM one business day prior to the scheduled appointment time.**
2. If the appointment is cancelled and/or rescheduled later than 5PM one business day prior to the appointment, this will be documented as a “no-show”.
3. If you do not come to our office for your appointment, this will be documented as “no-show”.
4. After your second “no-show”, you will receive a letter regarding our concerns you’re your “no-show” rate. Wahiawā Health staff can assist you in rescheduling appointments, as needed.
5. If you have 3 or more “no-shows”, you will be temporarily put on the walk-in schedule, or we may ask you to find another health center for your care with a 30-day notice.

I have read and understand Wahiawā Health’s Appointment **No-Show Policy** and understand my responsibility to schedule appointments accordingly and will notify Wahiawā Health appropriately if I cannot keep my appointment time.

Patient’s Name

Date of Birth

Date

Patient’s Signature

Parent/Guardian Signature