



Peninsula Community Health Services

MEDICAL CLINIC POLICY

Welcome to Peninsula Community Health Services' (PCHS) Medical Clinic. Our staff strives to ensure that your visit is a positive experience. In order to serve you better, we ask that you take a moment to read our clinic policies.

- In order to consent to healthcare services, minors must be accompanied by an adult at their first visit. A relative who is at least 18 years old may accompany the child to their appointment.
- Only three (3) "No Shows" or missed appointments will be allowed. After 3 "No Shows" the patient will be placed on waitlist status. They will be asked to come into the clinic and wait for an appointment to become available. After satisfying one waitlist appointment or six months of waitlist status, the patient will be able to schedule future appointments at their convenience.
- Check-in time is 10 minutes prior to the scheduled appointment. Patients who arrive later than their schedule appointment time may be rescheduled or asked to standby for a No Show.
- You must provide the clinic with **at least two (2) hours'** notice to cancel or reschedule your appointment. Less than two hours' notice will result in a No-Show.
- If you do not have insurance, we will be able to see you and/or your child on a sliding scale. Payment is generally expected at the time of service. If you have insurance, please have your insurance card readily available during each visit.
- PCHS strives to protect the privacy of our patients. However, we cannot guarantee that conversations will not be overheard by others. If you are concerned about where a conversation is occurring, please let our staff know so that we can find a more private space.
- PCHS sends reminders to patients prior to their scheduled appointments. We therefore request that you provide us with your contact information and inform us immediately if your contact information has changed.
- Our providers make every effort to accommodate as many patients as our schedule allows.

Thank you for choosing Peninsula Community Health Services for your medical home. Please feel free to contact us anytime during our normal business hours if you have any questions or concerns.