

Appointment Policy

Hope College Health Center

Our goal is to make every effort to accommodate your scheduling needs.
In return, we ask that you help us:

1. Do not schedule your appointment close to the start of class, job or other timed activity.

- The health care setting can be unpredictable due to emergent and unplanned medical needs.
- Allow yourself time so you are not rushed and can have your concerns addressed.
- We do our best to stay on schedule. *Feel free to inquire about time if you have not been addressed within 15 minutes of your scheduled appointment.*

2. Keep your scheduled appointment

- Arrive on time.
- A late arrival will affect everyone else's appointments.
- *Late arrivals may need to be rescheduled*

3. Missed appointment fees can be avoided by notifying us a minimum of 4 hours in advance if you are unable to keep your appointment.

(Notification may be left on our voicemail when we are closed)

- **First Missed Appointment:** You will receive an e-mail reminding you that you missed a scheduled appointment. You may call to reschedule.
- **Second Missed Appointment:** You will receive an e-mail reminding you that you have missed a second scheduled appointment during this school year and that a **\$30 fee** has been placed onto your student account. You may call to reschedule your appointment.
- **Third Missed Appointment:** You will receive an e-mail reminding you that you have missed your third appointment during this school year and that a **\$60 fee** will be placed onto your student account. You may come into the health center for your next appointment. You will be worked in as time allows.