

WELLNESS CENTER APPOINTMENT POLICY

It is the Wellness Center's goal to provide patients with high-quality medical care at no cost and to do so, we must have the cooperation of patients keeping their appointments as scheduled. The Wellness Center recognizes that emergencies arise and there are circumstances beyond your control leading to missed appointments. However, missed appointments are lost opportunities for other patients who need to see Wellness Center providers.

POLICY

Effective January 1, 2025, the Wellness Center requires at least one (1) days' notice when canceling an appointment. An appointment can be canceled by calling (317) 838-WELL (9355). If an appointment is missed without contacting the office, that visit will be deemed a no-show.

When a patient has accumulated three (3) or more, no-shows in a calendar year, it will lead to suspension of Wellness Center benefits (visits, medication refills, MyChart messages, etc.) and will be notified via MyChart and/or the U.S. Postal Service.

Wellness Center leadership may communicate with the employee's healthcare benefit provider to inform them of individuals violating the appointment policy.

- Three (3) no-shows in a calendar year will result in a suspension of Wellness Center benefits for 30 days
- Four (4) no-shows in a calendar year will result in a suspension of Wellness Center benefits for 90 days
- Five (5) or more no-shows in a calendar year will result in a suspension of Wellness Center benefits for twelve (12) months

Exclusion: If an appointment is made and needs to be cancelled on the same day, it will be considered a cancelled appointment, not a no-show.

*The Wellness Center has the right to review the no-showed appointment and determine if it was beyond the patient's control.