

October 8, 2024

It is the Wellness Center's goal to provide patients with high-quality medical care at no cost. To ensure smooth operations, we kindly ask for our patients' cooperation in 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 may need timely care from our Wellness Center providers.

Effective January 1, 2025, the attached Appointment Policy will become effective for every individual who has access to the Wellness Centers. All individuals with Wellness Center access will be asked to sign a copy of the policy as an acknowledgment that it was received and understood. Please take a moment to review the policy. If you have any questions, please reach out to our office at **(317) 838-WELL (9355)**. Our team members are available by phone Monday-Friday, 7 a.m. to 5 p.m. You may also send our team a MyChart message with your questions.

Thank you for your attention and cooperation with the Appointment Policy.

Sincerely,

**THE EMPLOYER WELLNESS CENTER TEAM**

*Attachment: Appointment Policy*

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Effective January 1, 2025, the Wellness Center requires at least one (1) day of 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 considered a no-show.

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

Wellness Center leadership may communicate with the employee's healthcare benefits 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 canceled on the same day, it will be considered a canceled 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.