



Scheduling Appointments/Accessing Doctors at Christian Healthcare Centers

One of our priorities is to be available when you need us, therefore, we make every effort to accommodate members with timely access to virtual visits by phone, text or email and in-office appointments. This document provides information about how we schedule appointments and handle cancellations and no-shows.

New Members - We encourage new members to schedule a new patient visit soon after enrollment since this helps us become familiar with you and provide services in a manner that best meets your needs. New patient visits typically last 90 minutes, therefore, we do not schedule new patient visits to start later than 3:30 PM. You should plan on arriving at least 15 minutes before your appointment time to complete any forms, check-in, etc. New members typically secure their CHC doctor's personal cell phone for afterhours contacts when necessary, i.e., urgent care needs, symptoms of illness that cannot wait until the office opens.

Routine Appointment Scheduling – The CHC Member Services staff will make every effort to provide timely, convenient appointments with your doctor. Although we cannot accommodate walk-in visits, we reserve appointment times each day for sick and urgent care needs, however, we find these can be filled quickly. Our appointment time allotments are 30, 60 and 90 minutes.

When you are sick – We encourage you to call the office first and speak with your doctor or one of the nurses to triage your symptoms since many conditions can be addressed without the inconvenience of an in-office appointment. This is particularly important if you reside some distance from the Center. We have the ability to do virtual visits for many common illnesses or conditions.

Urgent Care – If you experience life-threatening injuries or symptoms, you should call 9-1-1 or get to the nearest emergency department. For unexpected, non-life-threatening injuries such as a suspected fracture, lacerations, ankle or knee sprain, we encourage you to contact the office (during regular hours of operation) or your CHC physician afterhours (phone or text). In many instances, we can provide the urgent care needed (e.g., x-ray, sutures) and prevent an expensive ER visit. Afterhours contact with your CHC doctor should be restricted to urgent needs that likely cannot wait until the office opens. You should not call your doctor afterhours to renew prescriptions, schedule or re-schedule appointments or other non-urgent needs.

Cancelling Clinical Appointments - We recognize there are times when life circumstances result in a last-minute cancellation. When you must cancel or re-schedule an appointment, please call us as soon as possible. When someone schedules an appointment, and either fails to show up or cancels the day of the appointment, it prevents another member from having access to that place in the schedule. As much as we want to accommodate your personal circumstances, we need to accommodate others as well. For this reason, we ask that you keep scheduled appointments or give us at least a 24-hour notice. If we observe a pattern of scheduling and cancelling appointments, or failing to show up for appointments, we may discharge you as a member in accordance with the terms of the MemberCare Agreement.

Access to Counseling

Members will not be scheduled for an initial counseling session unless they have completed a new patient office visit with a CHC physician. The counseling fee is \$20 per session.

A CHC member will not be scheduled for a counseling session unless referred by their CHC physician, ensuring that there will be a continuity of care between the doctor, counselor and patient.

Sessions are scheduled one session at a time. Counselors will determine the need for additional sessions.

Members will generally be limited to no more than four consecutive sessions unless additional sessions are recommended by the CHC counselor, following consultation with the member's primary care physician.

Counseling sessions generally do not include other individuals unless the CHC counselor deems it necessary to improve the wellness of the member.

Counseling Cancellation/No Show Policy

Appointment times for our counseling services are in high demand; therefore, we require 24-hours notification if an appointment must be cancelled or re-scheduled. A member who repeatedly cancels or fails to show up for appointments without appropriate notice will be unable to schedule any further appointments until re-authorized by the CHC counselor or CHC physician.

Discharge from Counseling Care

The benefit of counseling for each individual depends on their cooperation with the counselor's recommendations and assignments. When a member does not invest in their own care by following recommendations, completing assignments and other aspects of the counseling relationship, the counselor may dismiss the member from the CHC counseling program.