Appointments & Cancellations Policy

Christian Healthcare Centers

Scheduling Appointments / Accessing Your Doctor

One of our priorities is to be available when you need us. We make every effort to accommodate members with timely access to in-office, phone, or video visits.

New Members

After enrolling, please allow 1–2 business days for our onboarding team to contact you before calling to schedule your first appointment. We encourage all new members to schedule a new patient visit shortly after onboarding to help us get to know you and best meet your needs.

New patient visits typically last 90 minutes, and we do not schedule them to begin later than 3:30 PM. Please plan to arrive at least 15 minutes early to complete any necessary forms and check in.*

**If your visit requires paperwork, please complete it beforehand or arrive 15 minutes early to allow time. Incomplete paperwork may require rescheduling to ensure your full appointment time.*

Routine Appointments

Our Member Services staff will work with you to provide timely and convenient appointments with your provider. Walk-in visits are not available, but we reserve time each day for sick and urgent care visits. Appointment slots are available in 30, 60, or 90-minute blocks and may fill quickly. If you arrive more than 15 minutes late, your appointment will need to be rescheduled.*

*If your visit requires paperwork, please complete it beforehand or arrive 15 minutes early to allow time. Incomplete paperwork may require rescheduling to ensure your full appointment time.

When You're Sick

We encourage you to call the office first to speak with one of the nurses for triage. Many conditions can be addressed without the need for an in-office visit—especially helpful if you live farther from the office. Virtual visits are available for many common illnesses or concerns.

Urgent Care

For **life-threatening emergencies**, call 911 or go to the nearest emergency department.

For **non-life-threatening urgent needs** (e.g., lacerations, sprains, possible fractures), contact our office during normal hours. In many cases, we can treat these needs onsite (e.g., x-rays, sutures) and help you avoid a costly ER visit.

For **after-hours urgent needs**, your CHC provider can be reached through our on-call service by calling **616-226-2669**. After-hours contact should be limited to urgent matters that cannot wait until the next business day. Please **do not call after hours for**:

- Prescription refills
- Scheduling/rescheduling appointments
- Other non-urgent concerns

No-Call/No-Show & Cancellation Policy

At Christian Healthcare Centers, we are committed to providing exceptional care to all our members. To ensure we can meet the needs of everyone, we have established a policy for missed and late-cancelled appointments.

Why This Policy Exists
When an appointment is missed or cancelled at the last minute, it prevents another member from receiving care during that time slot. While we understand that unexpected situations arise, we ask for your cooperation in helping us serve all members efficiently.

Cancellation Guidelines
Please notify us at least **24 hours in advance** if you need to cancel or reschedule an appointment. This gives us the opportunity to offer that time to another patient. We understand that emergencies happen and will do our best to work with you in those situations.

Policy Enforcement

For Individual Memberships

- After **3 appointment policy violations (no call/no shows & late cancellations)**, a **warning letter** will be issued.
- If a **4th violation** occurs, the member may be **dismissed** in accordance with the MemberCare Agreement.

For Household Memberships

- After **3 combined violations (no call/no shows & late cancellations)** across household members, a **warning letter** will be issued to the membership owner.
- A **4th violation** may result in **dismissal** of the household.
- If multiple family members miss or cancel appointments on the same day, each missed or cancelled slot is counted as a **separate offense**.
- An **adult child (18+)** may be dismissed independently, without affecting the rest of the household.

Please ensure that all members of your household are aware of and understand this policy.