



NO SHOW POLICY

- “No Show” is a failure to show up for your scheduled appointment or call a staff member to cancel you appointment.
- We ask that you call 24 hours in advance to either cancel or reschedule your appointment prior to your appointment time. We realize that emergency situations happen during the day but we are aware that “No Shows” could have been used for other patients who need to be seen that day.
- Patients that have (3) no shows during a (6) month period will be put on a “Standby Care List” for the next (3) visits.
- “Standby Care List” means that the patient can come in to the clinic and wait for an available appointment time that day. However, we cannot guarantee that an appointment will become available that day.
- Patients can arrive no later than their scheduled appointment time otherwise they will be marked as a “No Show” and will have to reschedule their appointment for the following week.

TRANSPORTATION POLICY

- Transportation will be provided for established patients at Gerald L Ignace Health Center
- Transportation will be provided to the patients that live within the Milwaukee area and/or greater than (6) blocks away from the clinic.
- Transportation services must be scheduled 48 hours in advance prior to scheduled appointment date.
- Transportation services will ONLY take the patients to GLIHC and back home. Any other locations can be approved by the Operations Manager.
- A Parent or Guardian must accompany minors at all times if scheduled for Transportation.
- If (2) “No Shows” occurs regarding Transportation, that patient will be banned from Transportation services through Gerald L Ignace Indian Health Center.
- Patients that have Transportation services through their personal insurance will not be eligible for GLIHC Transportation services.

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Patient/Guardian Signature