

NIMKEE MEMORIAL WELLNESS CENTER

General Information on Patient Appointments

The staff of Nimkee Memorial Wellness Center care about you and your health. Our mission is to provide high quality patient centered care. When you schedule an appointment with your Primary Care Provider/Doctor in the Medical Clinic, it is very important for you to keep the appointment and to arrive on time. We realize that there will be times that you may not be able to keep your appointment. We request that if you need to cancel an appointment, please make every attempt to call your Primary Care nurse at least 24 hours in advance to cancel the appointment. If you or a family member needs to cancel on the day of the appointment, please call your primary care team as early as possible, but at least 2 hours prior to the scheduled appointment.

Why is it so important to cancel an appointment if I cannot keep it?

If you do not show for an appointment that is scheduled, it impacts other patients who need to be seen and the flow of services. For example, if you are scheduled for a half hour appointment, your provider could have seen at least 2 other “sick” patients during that time.

What is a no show appointment?

A “No-show” appointment is defined as a previously scheduled appointment, either acute or chronic, which has not been cancelled by the patient within a two hour time frame prior to the scheduled appointment.

Patient Responsibility

One of your responsibilities as a patient of NMWC is to keep all appointments with providers throughout NMWC. It is really important that you or your family member keep your appointments for follow-up by to your Primary Care Provider/ Physician as recommended and scheduled to ensure good quality of care.

Why do I need to arrive 15 minutes before my appointment?

Patients are asked to arrive fifteen (15) minutes early for their appointment, and wait in designated waiting areas until they are called for their appointment. We ask you to arrive early so that the front desk staff can update all of your personal information including your address, phone number, and insurance. After your information is obtained, a member of your health care team will call you into the clinic to get you ready for your appointment by taking your height, weight, Blood pressure, temperature and asking some important questions about your health.

If you have annual paperwork due to be reviewed and completed, you will be requested to arrive 30 minutes prior to your scheduled appointment to ensure there is enough time to complete all of the paperwork at the Front registration desk.

Consequences of frequent “no show” appointments

If a patient, 18 years or older, has 3 “No-show” appointments in a 6 month period you will not be able to schedule an appointment for 3 months. We still want to provide health care to you, however, you will be asked to come to the clinic and be “worked in” for an appointment or if you do not need to be seen on that day, your nurse will add you to a patient call list and will contact you when another patient cancels or reschedules an appointment.

