



APPOINTMENT POLICY

Effective 01/01/2024

- **Appointment Line and Hours**
 - To schedule an appointment please call (316) 721-4544.
 - 7:30 a.m. to 5 p.m., Monday - Friday except holidays or inclement weather.
- **Scheduling via Patient Portal**
 - Patients enabled on our Patient Portal can request an appointment. The Business Office can assist patients in getting access to the Patient Portal and they can be reached at (316) 722-6260.
 - The Patient Portal can be accessed through the WWFP website at www.wwfppa.com.
 - Once logged in, navigate to the Appointments screen, New Appointments, and then submit a message for your appointment request. A representative will respond during appointment line hours by the next business day.
- **Arrival**
 - Please arrive 10 minutes before the scheduled appointment time.
 - If a procedure or other arrival instructions have been provided, please follow those.
 - Check in with a receptionist or utilize Healow Check-In (available for certain appointments).
 - Have payment ready for copayment or payment for the service(s) per WWFP Financial Policy
 - Please bring patient's driver's license or photo id, current insurance card(s), medications, and other relevant medical information.
- **New to Doctor Appointments (if transferring physicians)**
 - If you are transferring to a different physician, then you will need to have a "New Patient" visit with that physician to establish care.
- **Walk-in Appointments**
 - WWFP is unable to accommodate walk-in appointments.
 - West Wichita Minor Care Clinic is available for urgent medical needs on a walk-in basis.
 - Walk-in lab is available Monday-Friday, 1:00 p.m.-3:30 p.m. excluding holidays.
- **Appointment Reminders**
 - Patients may receive appointment reminders via voice messages, text messages, and emails.
 - To opt out please provide verbal or written notice to a WWFP receptionist.
 - You may have multiple same-day appointments resulting in multiple appointment reminders.
- **Late Arrival**
 - Late arrivals are reviewed by the physician/nurse team on a case-by-case basis to determine if rescheduling is necessary.
 - A late arrival may result in a No Show fee; see the No Show section below for more information.
- **Cancellation**
 - Cancellation with notice is defined as greater than one business day's notice of the appointment.
 - It is at the patient's discretion if they choose to reschedule.
 - Failure to follow the physician's recommendations on necessary med checks or follow-up appointments may damage the patient/physician relationship.

- Cancellation **with less than one business day's notice** may result in the appointment being considered a No Show and a fee may be assessed; see the No Show section below for more information.
- **Reschedules**
 - Rescheduling with notice is defined as greater than one business day's notice of an appointment that is being rescheduled.
 - Rescheduling **with less than one business day's notice** may result in the appointment being considered a No Show and a fee may be assessed; see the No Show section below for more information.
- **No Shows**
 - An appointment may be considered a "No Show" if:
 - The patient does not arrive on time for a scheduled appointment.
 - The patient cancels an appointment or reschedules an appointment with less than one business day's notice.
 - Each appointment type utilizes different company resources and because of this the No Show fees vary as follows:

▪ <u>Standard office visit</u>	<u>\$ 25.00</u>
▪ <u>Injection clinic visit</u>	<u>\$ 25.00</u>
▪ <u>Annual physical, wellness exam, and well-child exam</u>	<u>\$ 50.00</u>
▪ <u>Radiology or MRI services (per service scheduled)</u>	<u>\$ 100.00</u>
▪ <u>In-house procedure/surgery*</u>	<u>\$ 100.00</u>
▪ <u>Nuclear Medicine**</u>	<u>\$ 150.00</u>

 - * In-office procedure or surgery includes, but is not limited to, shave biopsy, mole removal, ingrown toenail, vasectomy, and IUD placements
 - ** Nuclear Medicine includes, but is not limited to, Cardiolute, HIDA, and Parathyroid scans
- **Multiple No Shows**
 - A patient may be dismissed from the practice if three (3) No Shows occur within 18 months.
- **Time Frame Without Visits**
 - If a patient has not had an in-person office visit for 36 months or greater, they will be considered a new patient and will need to re-establish care with our clinic and physician(s).

Patient Name (Print)

Date of Birth

Patient/Responsible Party (Signature)

Date