

Medical Appointments Cancelling and No-Show Policy

When scheduling an appointment with the Berry College Health Center, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment, please contact the office as soon as possible or cancel via your Medical Patient Portal at least two hours in advance of your appointment. Cancelling within a timely manner gives us time to schedule other patients who may be waiting for an appointment.

Please see our Appointment Cancellation/No Show Policy below:

1. Effective Jan 9, 2023 any student who fails to show/is more than 10 min late for a scheduled appointment and has not contacted our office with at least 2-hour notice will be considered a No Show and charged a \$25 fee.
2. When considered a No Show/Late Cancellation for an appointment, the student will not be able to schedule an appointment for the same day and may be rescheduled at next available appointment on the next business day.
3. The fee will be charged to their student account.
4. When receiving medications that require monitoring, student will no longer be able to receive these medications from the Health Center if (3) appointments are considered "No-Show" or there is an excessive number of appointment cancellations within a 12-month period.
5. As a courtesy, we send reminder emails for appointments and students may opt in for reminder texts through the Medica patient portal.
6. Any student can receive medical services for acute medical issues.

We understand that there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact the Health Center to discuss. Should it be after regular business hours Monday-Friday, or a weekend, you may leave a message. Messages left within the 2-hour time frame is acceptable.