



## KEARNEY COUNTY HEALTH SERVICES

Effective

Dear **Specialty Clinic Patient**,

At Kearney County Health Services (KCHS), we value your time and are committed to providing high-quality, timely care. To ensure all patients are seen promptly and fairly, we have established the **following Late Arrival, Cancellation, and No-Show Policy**.

### Late Arrivals

- If you arrive **more than 8 minutes late**, the provider will decide whether you can be seen for a shortened visit or if you will need to reschedule.
  - If rescheduling is warranted, you will be contacted after the completion of clinic.

### Cancellations & Rescheduling

- If KCHS cancels:
  - We will reschedule you as quickly as possible, which may include another outreach site or the specialist's main office.
- If you cancel:
  - **More than 24 hours' notice** - You will be rescheduled with no penalty.
  - **Less than 24 hours' notice** - This will be recorded in your chart and may count toward excessive cancellations.

Repeated last-minute cancellations may result in being referred back to your Primary Care Provider (PCP) or to the specialist's home office.

### No-Shows (Missed Appointments)

- A No-Show is when a patient does not come to an appointment and does not notify us ahead of time.
- After each missed appointment, our staff will attempt to contact you two times. It is your responsibility to call us to reschedule thereafter.

### Repeat No-Shows:

- 1st No-Show - You will receive a reminder letter.
- 2nd No-Show (within 6 months) - You will receive a second warning letter.
- 3rd No-Show - Your case will be reviewed with your PCP or specialist. You may be referred to another provider or location for ongoing care.

### Emergencies

We understand emergencies happen. Exceptions will be made for documented medical or family emergencies.

We appreciate your cooperation and understanding as we work to provide the best care for you and all of our patients. Thank you for helping us keep appointments running smoothly.

Sincerely,  
**Kearney County Health Services  
Specialty Clinic**



W: 308.832.3400  
F: 308.832.3417



[www.kchs.org](http://www.kchs.org)



727 East First Street  
Minden, NE 68959