



Making an Appointment:

- You may make an appointment by contacting us at: 716-661-1447, or you may use your patient portal to request an appointment.
- When you're sick, calling our office early in the day will help us schedule you a same-day visit. Our front-desk staff are available 8:30am-4:00pm Monday through Friday to answer your questions and to make an appointment. Our answering service is available from 4:00pm-8:30am.
- If your address, phone number, or insurance information has changed, please let us know when making your appointment, so that we have the most up-to-date information for you.
- Please come to your appointment prepared with the reason for your visit. If you are a new patient, with a complaint – please notify us at your reminder call that you have a health-related concern that you would like to discuss at your new patient appointment.

When You Arrive:

- Please arrive at registration window "A" at least 15 minutes before your appointment to allow time before your appointment to complete your registration, verify insurance information, and to complete any additional paperwork that may be needed for your record.
- Insurance cards and a valid photo ID are required for your appointment
- If you do not have insurance coverage, please be prepared to pay for your visit at the time of service. Our Patient Access Representative will be happy to help you determine the cost of an uncovered service, or any copayments due, prior to arrival.

Appointment Cancellations:

- TRC has a (3) THREE no-call/no show policy. We kindly request that you notify us 24-hours prior to your appointment of a cancellation. Calling before your appointment allows us time to make that appointment available to someone who may be sick, or need urgent care. You may also call the Primary Care office after-hours to cancel an appointment, and our answering services will notify us of your cancellation.
- Under certain conditions, the patient may be prevented from scheduling future appointments, but not from receiving care. Patient will sign acknowledgement of the no show process during patient registration, and/or with any practice updates.

Missed Appointments:

First Missed Appointment: The patient will be re-scheduled on the provider's schedule, and sent a letter to be informed that they have missed ONE appointment, and that TRC Community Health Center carries a policy that three consecutive missed (no Show) appointments will result in a patient being placed on our Providers schedule with a tentative appointment time to be



worked into the providers schedule which could result in extended wait times to be seen by a patients provider.

Second Missed Appointment: The patient will be placed on the provider's schedule, and sent a letter to be informed that they have missed TWO consecutive missed (no Show) appointments, and that TRC Community Health Center carries a three no-show policy. Patients who chronically no-show will result in a patient being placed on our Providers schedule with a tentative appointment time to be worked into the providers schedule which could result in extended wait times to be seen by a patient's provider.

A Patient Access Navigator may also reach out to you at this time, if you are having trouble making your appointments.

Third Missed Appointment: The patient will be sent a letter to be informed that they have missed THREE consecutive appointments without cancelling in advance. TRC Community Health Center has a 3 No Show appointment policy which has altered their ability to schedule appointments with your provider. At this time, we can only provide you with an appointment at a tentative time. Once you arrive for your appointment, you will be worked into the provider's schedule which might lead to an additional wait time.

Patients who incur THREE missed (no Show) appointments may be subject to dismissal from the practice. The patient's chart will be reviewed, and dismissal will be determined by the Physician and Practice Manager only.

Once a patient has kept two consecutive appointments, they may return to the regular scheduling process.

Appointment Reminders

- It is extremely important that you notify your office of any phone and/or address changes. Automated reminder calls/texts will be sent to your number of preference 4 days, 3 days, and 2 days prior to your scheduled appointment. Please acknowledge the reminder with an appropriate response.
- A reminder call directly from our office will be provided approximately 2 days prior to your appointment, to ensure that any required lab work, referrals, or procedures have been completed prior to your appointment, if needed.
- A final reminder call directly from our office is given the day prior to your appointment, if you have not responded electronically. If you do not confirm your appointment, we are to assume that you are unable to make this appointment, and the appointment may be opened up to another patient. If you arrive to your appointment without confirmation, or you arrive late for your appointment, you may or may not still be seen that day, depending on the provider's availability.