

Medical Appointments

- **The majority of medical visits to the Student Health Center are by appointment.** Because appointments often fill, students should call 707 664-2921 well in advance to make an appointment.
- **Limited same day appointments for acute onset medical circumstances** are more likely to be available if the patient calls early in the day.
- **Walk-ins without an appointment can be seen only for urgent circumstances that need medical attention prior to the next available appointment.** Unless a walk-in patient is in imminent danger, he/she can expect to wait longer after arriving at the Health Center than those who have an appointment. Depending on the medical circumstance and the clinician time available, a walk-in visit may consist of brief triage and stabilization, with in-depth care provided at a subsequent scheduled follow-up visit.
- Some nurse only walk-ins for simple interactions such as immunizations or TB testing may be allowed during certain times of the day, typically before 10:30 am, if nursing staff are not occupied with other patients.

Late Cancellation/No show fees

- Patients must **cancel or reschedule any appointment they will not be keeping as far in advance as possible** (preferably at least 24 hours in advance) so the appointment slot can be given to another student.
- **A late cancellation fee/no show fee of \$15** is charged to any student who fails to cancel his/her appointment at least 4 hours in advance. Same day appointments that will not be kept must also be cancelled in advance, even if there is less than four hours between when the appointment was made and when it is scheduled to occur.
- **A late cancellation/no show fee of \$20** is charged for any student who fails to cancel an appointment with a **specialist**, such as the psychiatrist at least 24 hours in advance.
- **Cancellations** should be made in person or by phone during the regular operating hours of the Health Center. If this is not possible, an after hours voice mail message can be left at **707 664-2921** to cancel an appointment. State your name, the date and time of the appointment you are cancelling, and if possible, the doctor or nurse practitioner your appointment is scheduled with. Call the following morning to confirm voice mail cancellation messages or to reschedule the cancelled appointment.