

# Care Here SDIRC- Employee Wellness Center No-Show Policy

The District's Employee Benefits Department is charged with monitoring and ensuring that the Care Here Wellness Center is run in an efficient manner, providing maximum value and service to our employees and their dependents while keeping costs affordable.

As part of this process we routinely monitor "No Shows" at our Care Here Wellness Center. No Shows are employees or dependents that make appointments for service at the Center and do not show up for their appointment, without cancelling your appointment in advance.

Because the clinic is currently at 93.8% capacity, every appointment that is not utilized is preventing another patient from receiving important medical attention. For every appointment missed it costs the Medical Insurance Plan ~ \$100 which is a factor used when calculating our annual medical premiums.

We know that life gets busy and things happen, however it is imperative that if you are unable to make your appointment for any reason that you cancel in a timely manner. Our systems are designed that you can cancel an appointment up to minutes prior to the scheduled appointment time and this can be accomplished either by calling the Patient Support Center, 1-877-423-1330 or going to the website at [www.carehere.com](http://www.carehere.com). There is also a new mobile app, [www.carehere.com/app](http://www.carehere.com/app) that you can download to your phone for easy access. It only takes a minute, and this will allow someone else with an immediate medical issue to use that appointment time.

Effective 10/1/19, we are implementing a new policy that is designed to reduce the number of "No Shows" at the Wellness Center. When an employee or dependent has missed **three appointments in a calendar year** without cancelling, **that member or dependent will be charged a \$25.00 fee, deducted through payroll. The member will then be charged an additional \$25.00 fee for any future missed appointments, without prior cancellation, for the remainder of that calendar year.**

Thank you for your cooperation in this very important matter as we strive to achieve maximum benefits at affordable costs for all employees and their dependents at the District's Wellness Center.