Appointment Policy
Hope College Health Center

Our goal is to make every effort to accommodate your scheduling needs. In return, we ask that you help us:

1. Do not schedule your appointment close to the start of class, job or other timed activity.
   - The health care setting can be unpredictable due to emergent and unplanned medical needs.
   - Allow yourself time so you are not rushed and can have your concerns addressed.
   - We do our best to stay on schedule. *Feel free to inquire about time if you have not been addressed within 15 minutes of your scheduled appointment.*

2. Keep your scheduled appointment
   - Arrive on time.
   - A late arrival will affect everyone else’s appointments.
   - *Late arrivals may need to be rescheduled*

3. Missed appointment fees can be avoided simply by notifying us in advance if you are unable to keep your appointment.
   (Notification may be left on our voicemail when we are closed)
   - **First Missed Appointment**: You will receive an e-mail reminding you that you missed a scheduled appointment. You may call to reschedule.
   - **Second Missed Appointment**: You will receive an e-mail reminding you that you have missed a second scheduled appointment during this school year and that a **$30 fee** has been placed onto your student account. You may call to reschedule your appointment.
   - **Third Missed Appointment**: You will receive an e-mail reminding you that you have missed your third appointment during this school year and that a **$60 fee** will be placed onto your student account. You may come into the health center for your next appointment. You will be worked in as time allows.