



Patient Services

No Show Policy

Our goal at Tri-County Health Care is to provide you with safe, timely and efficient services.

Appointment time is limited, and no-show appointments may result in an unused slot. This impacts access for other patients and decreases the efficiency of care.

Patients must notify the office at least 24 hours in advance of their appointment to reschedule or cancel so that we may offer the time to another patient.

When a patient misses an appointment, we will follow up with a letter explaining our policy. Additional letters are sent upon repeat missed appointments. When a patient misses three appointments without adequate notice within a 6-month period, he/she will be subjected to conditional scheduling.

Conditional scheduling means that you will not be able to schedule appointments. You will be able to access our walk-in Ready Care for acute symptoms only. If you have ongoing medical issues, you will need to establish care with a provider outside of our facility.

By implementing this policy, we honor patients who keep their scheduled appointments and ensure patients have access to care when it is needed.



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218-631-3510

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