



## **APPOINTMENT GUIDELINES**

Your medical provider wants to make sure that you and other patients have access to care when you need it. To ensure maximum access to medical services for all of our patients, please be aware of the following policy:

**Scheduled Appointments:** Although we will make every effort to remind you of your upcoming medical appointment by phone, you are ultimately responsible for remembering your appointment date and time. We suggest that you arrive 15 minutes prior to your scheduled appointment to allow time for any necessary paperwork. New patient should arrive 30 minutes early.

**Confirming Appointments:** We will call you at the number(s) you have provided us one day before your scheduled appointment to confirm that you still plan to keep the appointment. If we reach your voice mail, we will leave a message reminding you of your appointment day/time. We will ask that you call us back if you cannot keep that appointment.

**Canceling Appointments:** If you cannot make your scheduled appointment, you must call us 24 hours in advance so that we may offer your appointment to another patient.

**Late Appointments:** If you show up late for your scheduled appointment, we will do our best to accommodate you but your appointment may be rescheduled.

**Missed Appointments:** Because of the lack of access to medical services, please do your best to keep your scheduled appointment, or notify the clinic to either reschedule or cancel the appointment.

### **CCHC-Eagle Rock**

1704 Colorado Blvd.  
Los Angeles, CA 90041  
Phone:(323) 256-4116

### **CCHC-Glendale**

801 South Chevy Chase Dr. Suite 250  
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Phone:(818) 265-2264

### **CCHC-Highland Park**

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Los Angeles, CA 90042  
Phone:(323) 344-4144

### **CCHC-North Hollywood**

12157 Victory Blvd.  
North Hollywood, CA 91606  
Phone:(818) 755-8000

### **CCHC-Sunland**

8316 Foothill Blvd.  
Sunland, CA 91040  
Phone:(818) 273-8800