



LONGWOOD UNIVERSITY HEALTH CENTER
 106 Midtown Ave, Farmville, VA. 23901
 434-395-2102 Fax 434-395-2783

2 Hour Cancellation & “No Show” Policy

As a participant at Longwood University Health Center (LUHC), it is your responsibility to keep record of your scheduled appointment. If you are unable to make a scheduled appointment, we request that you cancel or reschedule at a minimum of 2 hours in advance. You can cancel or reschedule your appointment by (a) calling 434-395-2102 and speaking to a staff member or by leaving a message, (b) (students only) by canceling your appointment on the Student Health web portal, or (c) coming to LUHC at 106 Midtown in the Landings Complex.

A **No Show** is when a patient does not show for a scheduled appointment without cancelling or rescheduling the appointment.

If a patient establishes a pattern of cancellations or rescheduled appointment and/or no shows, they will receive a letter, email, secure message via the portal (students only) and/or a phone call from LUHC asking them to make an appointment with the Director before services can resume. If the pattern continues, then there will be a fee of \$25.00 charged to the patients account for each reoccurrence.

By signing below, you acknowledge that you have received this notice and understand this policy.

 Printed Name

 Date

 Signature