

Appointment Cancellation Policy

Our goal is to provide quality medical care in a timely manner. In order to achieve our goal, we have implemented an appointment cancellation policy. This policy enables us to better utilize available appointments for patients in need of medical care.

Appointment Cancellations

In order to be respectful of the medical needs of the Wayne State community, please be courteous and call the Campus Health Center promptly if you are unable to attend an appointment. This time will be reallocated to someone else in need of medical care.

If it is necessary to cancel your scheduled appointment for any reason, we ask that you call at least one hour prior to your appointment time. Appointments are in high demand and your early cancellation will give another person the possibility to have access to timely medical care.

How to Cancel Your Appointment

To cancel or reschedule an appointment, please call (313) 577-5041. Please keep in mind that our operating hours are between 9:00am and 6:00pm Monday through Friday.

No Show Policy

A “no show” is someone who misses an appointment without calling to cancel or reschedule their appointment. This also includes patients who are not present within ten minutes of their appointment time regardless of a prior phone call.

Any appointments that are cancelled without a one-hour notice are considered “late cancellations.” Those with multiple late cancellations will be treated as a no show. All late cancellations and no show appointments will be recorded in the patients’ chart.

Cancellation Fees

An administrative fee of \$15.00 may be billed to the patient for each no show appointment and/or for multiple late cancellations.