



## APPOINTMENT GUIDE



### No-Shows

The demand on the available appointment slots has been over-whelming; however, the practice of employees/dependents not showing for an appointment is greatly diminishing the capacity for others to be seen. We have had an increased number of employees and dependents not showing up and not canceling appointments for lab draws and medical appointments. We have found the need to track this information, so No-Show appointments will be reported monthly to the Pasco County Schools Employee Health and Wellness Center.

### Cancellation of Appointments

If the need arises for a last-minute appointment cancellation, please cancel with enough time to allow another Pasco County Schools employee to utilize the newly available appointment slot. For your convenience, please log onto your Patient Portal at [www.my-patientportal.com](http://www.my-patientportal.com) or call the toll-free 24-hour Call Center at 1-888-644-1448 to reach an operator to cancel or reschedule your appointment.

### Late for Appointments

If you arrive at the My Health Onsite Employee Health and Wellness Center 10 minutes or later for your scheduled appointment time, you will be considered a no-show.

### Acute Medical Problems

For those eligible to use the health and wellness center that have an acute medical problem that needs attention, we will make every effort to see those patients as quickly as possible. Please contact the My Health Onsite Call Center at 1-888-644-1448 to reach an operator and asked to be transferred through to the center.

### 24-hour Call Center Support Team at: 1-888-644-1448 | [www.myhealthonsite.com](http://www.myhealthonsite.com)

*Please be reminded that the My Health Onsite Health and Wellness Centers are not equipped nor staffed as an emergency room. Any sudden onset symptoms suggestive of a potentially life-threatening situation (shortness of breath, chest pain, fainting, etc.) should be immediately evaluated in an urgent care setting, hospital emergency room or by calling 911.*