



## Appointment No Show/Late Arrival/Late Cancellation Policy

Missed appointments, late arrivals, or last-minute cancellations limit access for other patients and may require them to seek more costly care outside the Student Health Center.

**IN-PERSON APPOINTMENTS:** Please arrive at Student Health Services at least 15 minutes before your scheduled appointment to complete the check-in process.

If you arrive after your scheduled appointment time, you will be asked to reschedule. Please account for travel, parking, traffic, and check-in time to avoid a late arrival or no-show.

To reschedule or cancel, contact our appointment desk during regular business hours or use the Gator Health Portal (available 24/7). We request at least 24 hours for cancellations or rescheduling.

- All Other CLINIC Appointments: 713-221-8137
- The Gator Health Portal is available 24/7 to all currently enrolled UHD students to cancel an appointment in any clinic or to schedule an appointment in Primary Care, Men's Health and Women's Health, or Immunizations.

**NO SHOW:** A no-show fee will be posted to your university account if you fail to arrive at your scheduled appointment without appropriate notice.

You acknowledge and agree to the Student Health Services Financial Responsibility Agreement. *Acknowledgment of this agreement is obtained electronically or on a separate form.*