

# Important Information for Our Clients

Windsor Essex Community Health Centre  
Centre de santé communautaire de Windsor Essex



## **About Us**

weCHC provides quality healthcare in a friendly and welcoming environment. We do not allow any form of racism, unfair judgment, or discrimination against our employees, volunteers, and clients. We see a community where everyone has access to the health services they need to support their health and well-being.

## **Missed Appointments**

If you need to cancel or change your appointment, we ask that you let us know at least 24 hours before your scheduled appointment time.

### **For Appointments with Doctors, Nurse Practitioners, and Dietitians:**

If you do not show up for your appointment or cancel without enough notice two times or more you will only be allowed to book same-day appointments.

### **For Addiction Support, Counselling, Footcare and Chiropody:**

Any missed or canceled sessions with less than 24 hours notice will count toward your total number of sessions. If this happens more than three times, you will be discharged from the program. If you would like to resume services in the future you can contact your weCHC location.

## **Late Arrival**

If you are running late for your appointment please call your weCHC location as soon as you can and let us know. The time you are late will be taken away from your appointment time. If you are more than 15 minutes late, your appointment will need to be rescheduled or you will have to wait until a provider can see you.

### **Prescription Refills**

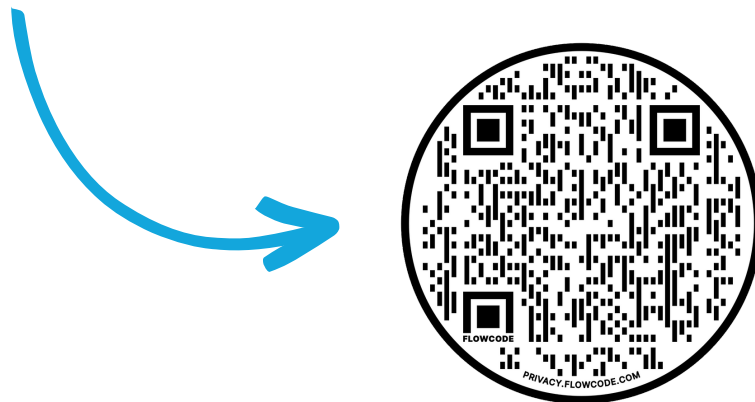
We want to make sure that you have your medication when you need it. If you are running low on your medication, please ask your pharmacy at least 7 days before you need more. This gives your doctor or Nurse Practitioner enough time to review and approve the refill. Do not wait until you have run out of your medication to call the pharmacy.

### **Our Commitment to Privacy**

At Windsor Essex Community Health Center (weCHC) we value your privacy. For more information, please visit the Client Handbook.

## **Your Feedback is Important!**

We want to hear from you! Let us know what you like, don't like and how we can improve by filling out our compliments and complaints form here:



**To view our full Client Handbook, please visit [www.wechc.org](http://www.wechc.org)**