

Student Health Center Appointment & Walk-In Policy

Effective : August 1, 2025

Purpose

The Student Health Center is committed to providing quality healthcare services to students in a timely and efficient manner. To ensure fair access to services, the following policies apply to appointments and walk-ins:

Scheduling Appointments

- All appointments must be scheduled through the Practice Fusion Patient Portal.
- Students can access the portal to book appointments at their convenience.
- Instructions for registering and using the patient portal are available at the Student Health Center or by emailing studenthealth@pointpark.edu.
- Appointment slots are limited and available on a first-come, first-served basis.

Walk-In Availability

- Walk-ins are accepted on a first-come, first-served basis and will be seen as time permits between scheduled appointments.
- Walk-ins are recommended for minor illnesses, injuries, or urgent health concerns that need same-day attention.
- If the health center is at capacity, students may be asked to schedule an appointment through the patient portal.

Late Arrival & No-Show Policy

- Students who arrive more than 10 minutes late for an appointment may be required to reschedule.
- If a student misses two (2) scheduled appointments without canceling, they may be restricted to walk-in availability only for the remainder of the semester.

Cancelling or Rescheduling Appointments

- If a student cannot make their scheduled appointment, they must cancel or reschedule through the Practice Fusion Patient Portal at least one hour in advance to allow the slot to be used by another student.
- If unable to access the portal, students may call or email the health center for assistance.

Emergency & After-Hours Care

- The Student Health Center does not provide emergency medical services.
- For life-threatening emergencies, students should call 911 or go to the nearest emergency room.
- After-hours care options, including local urgent care centers, are available on the student health website.

Policy Review & Updates

This policy will be reviewed annually and updated as needed to ensure compliance with best practices and student safety protocols.