



Health  
Care  
is a  
Right

## Community Health Center of Franklin County Desmond Callan Community Health Center

### **NO SHOW POLICY**

A person who “no shows” for three appointments in a twelve month period may be discharged from our practice. A new patient who “no shows” for three initial appointments will not be permitted to establish care at our practice for a period of one year.

A “No Show” is defined as not coming for a scheduled appointment.

### **RED FLAG RULES NOTICE**

To protect Americans from identity theft, the Federal Trade Commission recently passed laws that require us to take measures that protect our patients from identity theft. This will affect patients in several ways:

1. New adult patients will be required to provide a photo ID for their chart.
2. Established adult patients will have their photo ID verified once a year.  
\*alternative available for patients without photo ID
3. All patients with insurance must provide a copy of their card for their chart.
4. If you suspect that someone else has used your insurance information or otherwise stolen your identity, report it immediately to local police and to our Business Office.
5. We will investigate cases where possible identity theft or use of another person’s insurance or other information may have been used illegally. When appropriate, we may require additional documentation to verify a person’s identity. We will notify authorities in cases where we reasonably believe that identify theft, fraud, or other illegal activity has occurred.

Turners Falls Site: 338 Montague City Road, Turners Falls, MA 01376 (413) 772-3748  
Orange Site: 450 West River Street, Orange, MA 01376 (978)544-7800  
Northfield Site: 97 F Sumner Turner Road, Northfield, MA 01360 (413) 498-2502  
Buckland Site: 26 Ashfield Road, Buckland, MA 01370 (413) 625-6843