



DEPARTMENT OF THE ARMY  
USA MEDDAC  
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FORT LEE, VIRGINIA 23801-1716

*A letter to the community from COL Thomas S. Bundt, Fort Lee MEDDAC and Kenner Army Health Clinic commander*

Kenner Army Health Clinic is asking beneficiaries who use its facilities to help reduce patient “no-shows.”

Patients who neither keep nor cancel their scheduled appointments are termed as “no-show.” Individuals who show up late to their appointment, creating a situation in which the provider has to move on to the next patient and is unable to work the previous beneficiary in, are also categorized as “no-shows” during end-of-day processing.

Patient ‘no-shows’ can potentially have a tremendous negative impact upon Kenner Army Health Clinic. In FY14, there were 10,174 no-show appointments, resulting in a loss of \$814,750 in revenue. The immediate and long-term effects of chronic no-shows include the loss of critical medical staff, curtailing services, losses of productivity, as well as patients who need appointments not being able to receive them.

If you are unable to keep your scheduled appointment, please remember to cancel it no later than two hours prior to the time you were expected to show up at the clinic. Of course, earlier is even better because it allows us to schedule another appointment in that time slot. If something comes up on the day of your appointment, please call the Patient Appointment Line and cancel to ensure your appointment can be used by another beneficiary.

Canceling your appointment is easy – just dial the Kenner Army Health Clinic Patient Appointment Line at 1-866-LEE-KAHC (866-533-5242) and press option #2.

Your call is then routed to a secure recorded phone line that allows you to leave a message. Please speak slowly and clearly to avoid miscommunication. You will be asked to provide the following information:

- Patient’s full name
- Full sponsor’s social security number
- Date and time of scheduled appointment
- Provider and clinic name if known.

We understand that unavoidable circumstances may arise, and you may be unable to cancel your appointment two hours prior to the scheduled time. If you’re in that situation, we ask you to call the Kenner Army Health Clinic front desk at (804) 734-9000 and request to be transferred to the clinic in which your appointment is scheduled so the staff can take the immediate steps to remove the appointment.

In order to provide you and your fellow Soldiers and Army Family members timely appointments and continuity of care, it is important that you cancel your appointment as soon as possible if you are not able to make it.

An Appointment missed by you, is an appointment missed by two.

Your Care. Your Trust. Our Mission.

Signed,

Thomas S. Bundt  
COL. MS  
Commanding