



**DEPARTMENT OF THE ARMY**  
USA MEDDAC  
700 24TH STREET  
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 the facility to help reduce patient “no-shows.”

Patients who neither keep nor cancel their scheduled appointments, or who arrive late to their appointment by 10 or more minutes, are termed as “no-shows.”

Patient “no-shows” can have a tremendous negative impact upon Kenner Army Health Clinic.

The potential effects can be loss of critical medical staff, curtailing services, losses of productivity and revenue, as well as patients who need appointments are not able to receive one.

If you are unable to keep your scheduled appointment, please remember to cancel it not 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.

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 to cancel your appointment.

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

- Patients full name
- Sponsor’s full social security number
- Date and time of scheduled appointment
- Provider and clinic name if known.

We understand that unavoidable circumstances may arise and that you may be unable to cancel your appointment two hours prior to the reporting time.

If trying to cancel your appointment less than two hours prior to your reporting time, we ask that you call the Kenner Army Health Clinic front desk at (804) 734-9000 and ask to

be transferred to the clinic in which your appointment is scheduled so that your appointment can be canceled directly at the clinic.

In order to provide you, 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."**

Thomas S. Bundt  
COL, MS  
Commanding