



**WEST  
AFRICAN**  
RESCUE ASSOCIATION

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**Notice to: WARA Walk In Clients**

**Dear WARA Member,**

*Our WARA clinics operate strictly on appointment only basis. This is to ensure minimal waiting times and maintain a constant effective flow in our very popular clinics. Having said that **if you have a medical emergency or are seriously ill please inform our reception to call one of our medical staff immediately** so you can be taken to the back of our clinic to lie down and be attended to right away.*

*To minimize your future waiting times and frustrations, in any non urgent medical circumstances please call our 24 hour hotline ahead of coming to the clinic so they can schedule you an appointment which will ensure you a maximum of a 15 – 20 min. wait for a scheduled appointment. Without a scheduled appointment you will have to wait for the next available time but scheduled clients will be tended to first.*

*We hope you understand our dilemma in trying to ensure minimum waits, maximum efficiency and absolute fairness to all our many needy members.*

*We hope that this does not cause you any inconvenience as we are doing our best to reduce the number of walk in clients which is increasing considerably due to the popularity of our clinic. In order to ensure the best service we are trying to bring this to a minimal.*

*We hope today your wait will not be too long and thank you for your understanding of this matter. These challenges should be alleviated with the building of our new clinic this year !!*

*Please remember we also have a 24 hour email service linked to our call centre for any non urgent medical inquiries, follow ups on results or booking of appointments or referrals.*

**YOUR HEALTH is our PRIME CONCERN.**

Any problems feel free to send an email: General Manager:

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