

# Pediatrics Day & Night

## NO SHOW / CANCELLATION POLICY

**Dear parent,**

Your child's health is very important to us and it is our goal to provide you with outstanding service. This however requires your cooperation. Keeping your appointment is essential for your child's health. It is also vital for the smooth operation of the office.

Unfortunately we have been experiencing a 25% no show rate at our office on some days! This means that 1/4 of the appointments that are made are not kept, and the office is not notified! This can lead to poor compliance to treatment and can hurt your child. This also leads to disruptions of the schedule. Other patients that really need an appointment that day sometimes cannot be seen, because it looks like we have a full schedule, but then some do not show...

This policy intends to correct this problem so we can provide you with the high quality service you deserve.

We make it our responsibility to call you at least 1 day prior to confirm the date and time of your appointment. If you do not cancel your appointment in a reasonable amount of time (i.e. 24-hrs when scheduled in advance, or at least 2 hours prior when scheduled the same day) and simply fail to show up, the following will apply.

- a. A \$25 fee will be charged for each missed appointment
- b. Patients with Medicaid plans for which we cannot charge no show fees will be dismissed after the 3<sup>rd</sup> no show
- c. Patients who No-show a double appointment: (bringing in 2 children at the same time), will be restricted from scheduling double appointments in the future.

Please remember that all you have to do if you cannot keep an appointment is to **CALL and CANCEL**.

Thank you for your understanding and support.

(THIS IS JUST A REMINDER, NOT A BILL)