



Pediatric No Show and Late Policies

MISSING APPOINTMENTS: Please notify the Clinic as soon as possible if you are unable to keep your appointment. Canceling appointments less than 24 hours in advance will result in a “**No Show.**” This also includes referral appointments that we arranged to outside clinics and physicians, same day appointments, and walking out on your appointment. Our answering service is available 7 days a week, 24 hours a day for your convenience. **After two No Shows for your child’s appointment, you will receive a Reminder Letter. After three No Shows, your child’s status will be designated “SAME DAY ONLY” for a minimum of one year. Please see below for details about this status.** _____
(Patient or responsible party initials)

CONFIRMING APPOINTMENTS: Our staff will call you at least 24 hours before your appointment to remind you. If we leave a message, we greatly appreciate a call back to confirm that you will be coming to your appointment. Our answering service is available 7 days a week, 24 hours a day for your convenience. Unconfirmed appointments often result in No Shows, and prevent us from being able to see another patient in your place. _____ **(Patient or responsible party initials)**

BEING LATE FOR APPOINTMENTS: Please be at least **15 minutes early for your appointment.** Your appointment time is allotted and your check-in must be complete before that time. If you arrive after your appointment time as a new patient or greater than 10 minutes after your appointment time as an existing patient, you will be rescheduled for another appointment or may be seen the same day if there is a cancelled appointment. _____ **(Patient or responsible party initials)**

SAME DAY ONLY status: After three No Shows, you will not be allowed to make appointments in advance. When your child needs to be seen, you will need to call that morning to see if we have an opening available later in the day. If we have an opening available, your child will be scheduled. If we do not, we will ask you to call back the following day, or the next day that is convenient for you. **We still expect you to bring your child for routine Well Child Checks and follow ups at the appropriate time recommended by your provider.** If your child is having an urgent problem, you may ask to speak to a triage nurse, who may refer you to Urgent Care or the Emergency Room if needed. After one year, you will return to a normal status as long as you have not No Showed any of your Same Day appointments. _____ **(Patient or responsible party initials)**

I have read the above and agree to the terms provided.

Signature: _____ **Date:** _____

Print Name: _____