

APPOINTMENT SCHEDULING & CANCELLATION POLICY

The purpose of these policies is to ensure that there are enough appointment slots available to take care of the sick children & to safeguard the schedule so that you and your children are in and out of the clinic in a reasonable amount of time.

You can help us accomplish this by following these requests:

1. Please be here 10 minutes early so that you can get through the Check-in process in time for your appointment.
2. In order to make sure that we have enough sick-visit slots each day, we have a limited number of well-visit (physical exam) appointments available and those are booked at least 48 hours in advance. So we hope that you will understand that we cannot fit in an extra well-visit exam at the last minute.
3. Late arrivals cause an unpleasant ripple effect in the schedule. So please understand that if you are 15 minutes late for your appointment, you will likely have to be rescheduled for a later time.
4. Please schedule sick-visit appointments for each child that you want seen by the provider. "Squeezing in" an extra exam can be time consuming and can cause a schedule backlog.

All patients with a scheduled sick or well appointment will need to call within 24 hours to cancel. If a 24 hour notice is not received, the patient will be charged a \$25.00 broken appointment fee. We understand that sometimes emergencies do occur, in which we will waive the \$25 fee.

As a courtesy, our office will attempt to contact you to confirm your child's appointment; however, we ask that you assume responsibility for your child's appointed time. Multiple broke appointments (3 or more) without prior cancellation notice, may be subject to dismissal from the practice.

We are endeavoring to make your visits here as pleasant an experience as

possible. Thank you for your cooperation.