

No-Show Policy Acknowledgement Pediatric Medical and Behavioral Health

Your healthcare providers want to make sure that yours and other area children have access to high quality care when they need it. To ensure maximum access to care for all of our patients, please be aware of and follow the Appointment/No-Show Policy.

Keeping Scheduled Appointments & Arriving Early

We will do our best to remind you of your child's upcoming appointment by phone, mail, or email. But it is *your responsibility to remember the appointment date and time.*

You are required to arrive 20-30 minutes *before* your scheduled appointment time. If you cannot make it or think you will be late to a scheduled appointment, please let us know *as soon as possible*. Notification after 3:00 pm the business day before the appointment is too late and is considered a no-show. If you are more than 15 minutes late, we might require you to re-schedule.

What is considered a "No-Show"?

- A no-show is someone who does not arrive for their appointment on the day of the appointment or does not notify the office before 3:00 pm the business day before the appointment.

What happens when I "No-Show" my appointment?

When you don't come to your appointment, you take an appointment time away from someone else who could have used it. **Because there are so many people in our community who do not have access to quality medical services, "No-Shows" are taken very seriously.**

New Patients:

If you No-Show two appointments to establish care, you will not be allowed to schedule another appointment for one year.

Established Patients:

If you No-Show three appointments in a six-month period, you may not be allowed to schedule another appointment for one year but must call for a same-day appointment if any are available.

I understand and agree to abide by this No-Show Policy.

Patient or Patient's Parent/Guardian Signature

Date

No-Show Policy Acknowledgement

