

## Appointment Policies

### Healthy Starts Pediatrics 'Late Arrival Policy'

By arriving on time for your appointment, you allow us to provide you with the best possible care. Arriving late affects not only you, but those who must be seen after you.

Please understand that if you are more than 15 minutes late for your appointment, you may be asked to reschedule. Late arrivals of more than 15 minutes may be considered a 'No Show' or 'Missed Appointment'.

**\*\*If a patient is repetitively late for appointments, we reserve the right to dismiss these families from the practice with respect for our other patients.**

### Healthy Starts Pediatrics 'Missed Appointment' Policy:

(January 1<sup>st</sup>, 2019)

Healthy Starts Pediatrics asks that patients provide a reasonable amount of notice prior to cancellation of appointments. Reasonable notice is considered 24 hours prior to a well child exam or 2 hours, when possible, prior to same-day appointments. When patients fail to show for their scheduled appointment times, it affects not only the doctors and the staff, but the patient who could have been scheduled at that appointment time.

**Our procedure for missed appointments is as follows:**

**Upon the 1st missed appointment** = Reminder letter. Please call to reschedule.

**Upon the 2nd missed appointment** within a 2-year period = \$50 fee charged to your account. If the appointment missed was for more than one child, there will be a charge per child. Please call to reschedule.

**Upon the 3rd missed appointment** within a 2-year period = \$50 fee charged to your account. If the appointment missed was for more than one child, there will be a charge per child. Please call to reschedule.

**Upon the 4th missed appointment** within a 2-year period = \$50 fee charged to your account. If the appointment missed was for more than one child, there will be a charge per child. Please call to reschedule.

**Upon the 5th missed appointment** within a 2-year period = A letter will be sent notifying you of your family's dismissal from the practice. A record release will be included for completion and records will be expedited as quickly as possible to the new physician of choice in order to avoid any interruption of care for your child(ren).

**\*Late arrivals of more than 15 minutes will be considered a missed appointment. When these missed appointments or late arrival times become problematic, we reserve the right to dismiss the family from the practice.**

Patients with Gateway or Medicaid insurance will not be charged for missed appointments as per our contract with your insurance company, however, dismissals will be handled as they are with all other insurances.

**\*All fees must be paid within 30 days to avoid further charges or dismissal from the practice.**