

Ivy Pediatrics

NO SHOW / CANCELLATION POLICY

EFFECTIVE AS OF 7/31/2013

Dear parent,

Your child health is very important to us. We would like to provide you with outstanding service. This however requires your cooperation. Keeping your appointments with the physician and Nurse Practitioner 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 1/4th 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 24 hrs prior to your appointment to confirm your appointment. Well visit appointments will be also confirmed the day of the appointment as well. 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.

“The 1, 2, 3, 4 you are out policy”

- a. 1st No-show: The patient will receive a phone call informing them that they missed their appointment, and another missed appointment will result in a \$25 fee. A notation will be made in the record.
- b. 2nd & 3rd No-show: receive a letter informing them of the missed appointments and \$25 fee will be charged for each missed appointment
- c. 4th No-show: Letter will be sent advising that the patient find another primary care physician within 30 days.
- d. 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.

**Patients with Medicaid plans for which we can not charge no show fees will be dismissed after the 3rd no show.

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 in creating the best practice in the area.