

## **Tuscaloosa Pediatrics No Show and Cancellation Policy**

**Providing excellent care for your children is the goal of the physicians at our office. Unfortunately, we have many people who schedule appointments and then fail to keep them. Although there may be emergencies, we do not “double” or “triple” book our appointment slots. Therefore, if a patient fails to show up for an appointment or give adequate notice of cancellation, it prevents another patient who may need an appointment that day from being able to be seen in a timely fashion. As a courtesy to you, we provide appointment reminders by phone call, text and email 2 to 3 days prior to your scheduled appointment. Unfortunately, we may not always be able to reach you at the time and may leave a reminder message. The following policy has been created to help improve this problem:**

- 1. Please be aware if you are a new patient and fail to show up for your 1<sup>st</sup> appointment without giving at least a 24 hour notice, you may be asked to find another medical office or physician for medical care.**
- 2. All Well Child Check-up appointments that are not cancelled 24 hours prior to appointment time and all sick or recheck appointments that are not cancelled 4 hours prior to appointment time will incur a \$40.00 charge.**
- 3. All no show appointments will be documented in the patients chart and should you have excessive no shows for appointments, the physicians may request that you seek another physician to care for your child.**
- 4. Missed double check-ups (2 children in the same family scheduled on the same day) may forfeit the opportunity to schedule 2 children on the same day in the future for check-ups.**
- 5. There will be one phone call attempt to reschedule all missed well child check-ups.**
- 6. We understand emergencies may occur, and should that be the case, please contact us as soon as possible to let us know your situation in order to avoid being billed for your failure to show.**

**This policy is put in place to improve scheduling opportunities and encourage patients to call and cancel their appointments in a reasonable time. This will allow for better use of patient, staff, and physician time. In implementing this policy we hope to improve availability for check-up and same day appointments. At any time, you may place your child’s name on our waiting list for appointment cancellations, giving you the opportunity to schedule an earlier appointment, or to schedule with the physician of your choice. If you are not able to keep your appointment please remember to CALL and CANCEL. Thank you for your assistance in helping us schedule more efficiently and improve care for your children.**

**Updated 7/15/017**