

Appointment Policy



We see patients by appointment only. “Walk-ins” are seen only if an *emergency* exists or a child is in distress.

We confirm appointments as a courtesy to families and to verify our daily schedule.

Appointments must be confirmed – preferably the day before (or the Friday before a following Monday) – or no later than 8:30 am the day of the appt. “Confirmed” means that we speak with the parent or the parent leaves a message on our answering machine or with the answering service to confirm. Parents must give us a **current** phone number where they can be reached.

Missed appointments:

A missed appointment is when a patient “does not show” (“DNS”) for an appointment – whether it’s confirmed or unconfirmed. A first DNS is “forgiven”. A letter is sent along with our appointment policy.

After the first DNS, any appointments for that patient that *can’t be confirmed* may be filled with another patient during that time slot, as needed. Two DNS’s results in a “warning” letter from the office.

A third DNS may result in termination from the practice. Alternatively, depending on the family’s insurance, to avoid termination, the family may be given the option to pay for the last missed appointment and to promise to not miss future appointments.

Cancelling or Re-scheduling appointments:

We ask that parents give us at least 24 hours notice when canceling or rescheduling appointments. Repeated failure to do this may be counted as a DNS and result in a charge.

Lateness:

We pride ourselves for running an “*on-time*” schedule. Parents appreciate this, We do our best to “work in” patients who are late. However, there are times when this won’t work and we may ask you to reschedule. Repeated lateness (more than 10-15 min) will count as DNS’s.

Thank you for your cooperation with our office policies.