

KIDS CARE PEDIATRICS

NO-SHOW POLICY

Revised January 1, 2020

A “no-show” is defined as missing a scheduled appointment without calling us in advance to cancel the appointment. The following lists the consequences for number of no-shows within a 12-month period:

- **1st No-show:** Patient’s guardian will receive a phone call regarding the missed appointment. Appointment may be rescheduled
- **2nd and 3rd No-show:** **Letter** will be mailed and a \$20 fee will be charged. Appointment may be rescheduled.
- **4th No-show:** Patient is subject to dismissal from the practice. We will assist the patient in any way we can in finding a new pediatrician.

Reason for policy:

Appointments, especially with Dr. Florendo, are in extremely high demand so when a patient does not show up, it is a missed opportunity for another patient to be seen. We fully understand that there are many circumstances and emergency situations that may cause an appointment to be missed without notifying us. If this is the case, we will work with the families to reschedule the appointment with no penalty.

Please understand that we try our best to schedule each patient so Dr. Florendo and the Physician Assistants can effectively and efficiently do their jobs to take care of each child. If you know you cannot make an appointment, **please let us know at least 24 hours in advance so we are able to schedule other patients that need medical attention that day.**

Please call our office if you have any questions. Thank you very much for your cooperation.

Sincerely,

Kids Care Pediatrics