



No Show Policies and Procedures

The goal of Northwest Pediatrics is to provide quality care to our patients. Missing appointments is a detriment to the patient's health and the practice's ability to operate in an effective manner. Therefore, please note the following policies and procedures for "No Show" appointment are hereby effective May 1, 2018.

What is a "No Show"?

- A patient missing a scheduled appointment without, at a minimum, a twenty-four (24) hour cancellation or rescheduling notice.
- Any appointment that is scheduled on the same date of service that is not cancelled within 1-hour prior to appointment time.
- Any late arrival of 15 minutes or more and the patient is consequently unable to be seen.

What is the impact of a "No Show"?

- Missing the appointment may jeopardize the health of the patient.
- Missing the appointment denies care to other patients who need to be seen by a provider.
- Missing the appointment disrupts patient flow and affects other families.

What happens if I have too many "No Shows"?

We understand that circumstances may sometimes prevent families from being able to extend advance notice when cancelling appointments. However, we believe that these instances should be few and far between.

- After your first "No-Show" appointment, you should expect a phone call or text message from our practice notifying you of the "No-Show".
- If there are two "No-Shows" in a rolling 6 month period for any member of the same family, you can expect to receive a caution letter in the mail and each account will be charged a \$25 no-show fee. Double Header Appointments (multiple patients scheduled) will be subject to multiple no-show fees.
- If there are three "No-Shows" in a rolling 6 month period for any member of the same family, this may result in discharge of the family from the practice.

Families who "No-Show" for double header appointments (2 or more patients scheduled at the same time) may be restricted from scheduling double headers in the future.

New patients who "No-Show" for their initial visit will receive a letter explaining that new patients who "No Show" 2 times for their initial visit will not be allowed to establish care at Northwest Pediatrics.

Northwest Pediatrics will attempt to contact our patients by phone, email or text messages two business days prior to your scheduled appointment. ****Please remember that confirmation calls are a courtesy. It is the Parent/Patient's responsibility to keep up with your scheduled appointment date and time and notify the office in advance when there is a need to cancel or reschedule.**