

FAIRVIEW PEDIATRICS, LLC

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Missed Appointment Policy

Quality care for our patients is our priority. Please take a few moments to review our missed appointment policy and sign at the bottom of the form. If you have any questions, please let us know.

Definition of a "Missed Appointment"

A missed Appointment is any scheduled appointment in which the patient either:

- Does not arrive to the appointment
- Arrives more than 10 Minutes late and is consequently unable to be seen
- Cancels less than 24 hours before the appointment time

Impact of Missed Appointments:

A missed appointment has a significant negative impact on our practice and the healthcare that we provide to our patients. When a patient "no shows" a scheduled appointment it:

- Potentially jeopardizes the health of the patient
- Is denying appointments to other patients in need of care
- Disrupts patient flow and affects other families

How to avoid Missing an appointment:

- Confirm your appointment
- Arrive 15 minutes early to your appointment
- Give 24 hours' notice to cancel your appointment

Appointment confirmation:

Fairview Pediatrics will attempt to contact you via automated call or text 1 week prior to any scheduled appointment as well as 2 days before a scheduled appointment. Please keep in mind that this is a courtesy and ultimately it is your responsibility to know your appointment date and time.

Always arrive 15 minutes early:

In order to update all information thoroughly and allow time for necessary paperwork, please arrive to all scheduled appointments 15 minutes early. We will reschedule any routine appointment if you arrive more than 10 minutes past your scheduled appointment time.

Sibling Well Visits:

Our office does not allow siblings to be scheduled together or "back-to-back" for well visits. Twins or Triplets may be scheduled together up until their 2-year visit. Once a patient turns 13, siblings may be scheduled together again, as patients will be able to be seen by themselves in separate rooms. This policy does not apply to sick visits.

Give 24-hour notice:

1. Appointments cancelled on the date of the appointment may be subject to a \$15.00 fee
2. 3 or more no shows per patient within a 6-month period may result in dismissal from the practice
3. Patient dismissal is at the discretion of your provider
4. Only emergency medical treatment will be offered within the first 30 days of dismissal

New Patients:

If the 1st new patient appointment is missed, we will reschedule this 1 time. If the 2nd scheduled new patient appointment is missed, you will be discharged from the practice.

I have read and Understood the Missed Appointment policy for Fairview Pediatrics as described above:

Patient Name _____

Date of Birth: _____

Patient/parent Signature _____

Date _____