

MISSED APPOINTMENT POLICY

POPLAR BLUFF PEDIATRIC

ASSOCIATES, LLC

Occasionally, we all miss an appointment. However, repeated missed appointments are unacceptable, and results in delayed care for other patients. Our goal is to accommodate patients in a timely manner. In order to do so, we are implementing the following no show/cancellation/reschedule policy, effective January 1, 2015. *Please read it carefully, as it is a significant change from our previous policy.*

Missed appointments prior to January 1, 2015 **will** also count toward your total missed appointments.

Late to Appointment: If you are **15 minutes (or more)** late for your appointment you will be marked as a **missed** and will be asked to **reschedule**.

Cancellations/Reschedules: We need **two hours advance notice** in order to fill your appointment slot. If you call with *less than two hours notice, it will be counted as a missed appointment.*

Missed Appointments: #1 - Staff will document in your chart.
#2 - Staff will document in your chart. A warning letter will be mailed.
#3 - Staff will document in your chart. Your provider may decide to **DISMISS** your child (and all siblings) from Poplar Bluff Pediatrics.

Reminders: It is **your responsibility** as parent/guardian to keep our office updated when you have **change of phone number or address**, including work numbers and emergency contacts. This is absolutely necessary in order for us to remind you of upcoming appointments. Failed attempts to contact you for courtesy reminders will be documented.

By signing below, you agree to adhere to this policy and understand the consequences of failing to do so. We will keep this document on file in your child's health record.

Signed (Parent/Guardian/Patient, if over 18)

Date