



No Show & Cancellation Policy

The goal of Robeson Pediatrics is to provide comprehensive and timely care to each and every patient at all times. Our expectation and the ability to do so depend upon each patient and guardian's efforts to maintain and show for all scheduled appointment times. Missing appointments is a detriment to the patient who does not show and the clinic's ability to operate in an effective manner.

"No Shows/ Cancellations, and Late Show"

What is a "No Show or Same-day Cancellation"? Robeson Pediatrics defines a "No Show" as:

- ❖ **A patient missing a scheduled appointment without a twenty-four (24) hour rescheduling or cancel notice**
- ❖ **Canceling a scheduled appointment with less than a 24-hour notice**
- ❖ **Arriving to a scheduled appointment 15 minutes or more past appointment time**

While we understand that emergencies beyond our control do happen, providing us with ample notice will allow us to time to fill your opening with another sick patient that may not otherwise be able to be seen. When booking an appointment at Robeson Pediatrics, you acknowledge and assume the responsibility to attend the appointment. Robeson Pediatrics provides courtesy appointment reminders via:

- ❖ ***Text messages & E-mails: the day the appointment is booked, one week before the appointment, and the day of the appointment***
- ❖ ***Phone calls: phone call reminders are done by our automated system the day before the scheduled appointment. If the appointment is still unconfirmed our staff personally calls to confirm.***

"Late Shows"

Every patient is granted a fifteen (15) minute "grace period" after the scheduled appointment time. We understand things come up and the patient and/or guardian may have to modify their personal schedule. In those instances when you know you will be late, Robeson Pediatrics requires a courtesy call to inform the office staff of your tardiness. This will allow us to plan for your expected arrival, manage our complete patient schedule, or reschedule your appointment. If you do not provide Robeson Pediatrics with a courtesy call, it will be the provider's decision to work you in or reschedule the appointment.

Consequences

Effective 1/1/2023, there will be an increased fee of \$50 for all no-showed appointments. Non-compliance and/or abuse of this policy may result in your discharge from the practice. Our staff will make conscious efforts to remind no-showed patients of our policy when rescheduling no-showed appointments. Families that accumulate a combined total of three no-shows with-in a twelve-month period may be dismissed from Robeson Pediatrics. In such event, a certified letter notifying the family of discharge will be sent to the address on file.

NOTE. If the discharged patient should have an urgent need within thirty (30) days following such discharge, Robeson Pediatrics will make reasonable accommodations by seeing patient during normal appointment hours until such urgent need is remedied. After said thirty (30) days following discharge, Robeson Pediatrics will not be responsible for ongoing care of discharged patient or patient members within the same family.

I/We the undersigned have read, understand and will adhere to the "No Show" and "Late Show" policies and procedures of Robeson Pediatrics.