

No Show & Cancellation Policy

Unfortunately, our “no show” and late cancellations have created many challenges for our office. We understand that sometimes conflicts arise that prevent patients from attending scheduled appointments. However, when patients fail to cancel in a timely manner, we miss an opportunity to schedule other patients in that time slot who may really need to be seen. In effort to make this possible, patients who **repeatedly** “no show” are at risk of being dismissed from our practice.

A “No Show” is considered:

- Not showing up for scheduled appointment
- Less than 24-hour notice if appointment was scheduled prior to the appointment date. Our office does reminder calls the day before your child’s scheduled appointment. Please let our office know at that time if you cannot make the appointment
- Cancelling/rescheduling less than 2 hours prior if appointment was made same day.
- Arriving more than 15 minutes late for the scheduled appointment.

Effective February 1st, 2022, any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24-hour notice** will be considered a No show. This first occurrence will result in a friendly warning and a letter will be sent.

1. Any established patient that fails to show or cancels/reschedules an appointment a second time will be charged a **\$15.00 fee** and a 2nd letter will be sent.
2. Any established patient that fails to show or cancels/reschedules a third time will be charged a **\$30.00 fee** and a 3rd letter will be sent.
3. If a fourth No-show or cancellation with no 24-hour notice should occur, the patient may be dismissed from Hartland Pediatrics.
4. Any new patient who fails to show for their initial visit will receive a warning. If a new patient fails to show a second time, they will not be rescheduled.

Hartland Pediatrics understands there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact our Office Manager, who may be able to waive the No Show fee. You may contact Hartland Pediatrics 24 hours a day, 7 days a week at 810-632-3200. Should it be after regular business hours, you may leave a message. Thank you for your cooperation and understanding.

I have read and understand the practice’s “No Show” policy and I agree to its terms.

Signature of Parent/Legal Guardian (or patient over 18yrs old)

Printed Name of Parent/Legal Guardian

Print Patient’s Name & Date of Birth

Date