

## Patient Appointment Policies

Pediatric Partners strives to provide the best care possible for the children in our community. At Pediatric Partners, our goal is to provide your family a convenient and efficient health care experience. Our appointments do fill quickly and we want to provide all our patients with the best access to care, so please try your best to honor your child's reserved appointment time.

You may schedule your child's appointment by calling our main telephone number at 561.741.0000 Monday through Friday from 7:30 a.m. to 6:00 p.m. and Saturday mornings from 8:30 a.m. to 12 noon. You can also schedule an appointment 24 hours a day, 7 days a week through our patient portal at <http://www.pediatricpartners.com>. Please see our website for more information on our appointment policies and Kids Express (same day) appointments for acute illnesses, injuries and medical emergencies.

*We understand that life (and children) can be unpredictable...but please work with us to help minimize missed appointments (no-shows), same day cancellations and late patient arrivals. Thank you for your understanding and support.*

### Missed Appointments (No-Shows) and Same Day Cancellations

We request at least 24 hours' notice for appointment cancellations so that we're able to adjust our plan for the day and provide the opportunity for another patient to be seen at the previously scheduled appointment time.

Unpredictable incidents and emergencies can dictate a missed appointment (no-show) or same day cancellation. If you have one of these rare incidents, we will be glad to work with you to reschedule the appointment without a service charge. Otherwise patients who miss (no-show) their appointment or cancel on the same day of their scheduled appointment will be charged a service fee based on the following schedule:

- Courteous fee waiver for first occurrence.
- \$25 fee for second occurrence within a 12-month period.
- \$50 fee for third or more occurrences within a 12-month period.

If you consistently (four or more times) miss your scheduled appointments, this may result in dismissal from our practice. Our goal is to provide your child with timely access to healthcare; please let us know how we can help you in ensuring a successful experience (e.g., transportation, insurance, communication assistance).

### PATIENT LATE ARRIVAL POLICY

In order to provide service to all families that have scheduled appointment times, families who arrive *20 minutes late or more* for their scheduled physicals, consults and med check appointments may be asked to reschedule their appointment for a different time and day. However, we will still see your child on the same day, if she or he is acutely ill or injured, although you may have to wait until we're able to accommodate your visit between other schedule patients.

Our office sends out appointment reminders 48 hours prior to your scheduled appointment. Please advise us of your preference in communication delivery:

<input type="checkbox"/> Text Message	Mobile phone number: _____
<input type="checkbox"/> Telephone Call	Preferred phone number: _____
<input type="checkbox"/> E-mail Notification	E-mail address: _____