Appointment Policy

It is our intention to provide your children the best care possible at all times and to accommodate as many requests as is realistic and feasible. It is within this context that we ask you to take a few moments to review policies that affect the way services are provided.

In the Office

- **Arrive early.** Please remember that all insurance requires that your insurance data be updated prior to each encounter. This usually takes a few minutes. If this is not done, your insurance may deny your claim. We do not want time spent on administrative requirements to limit your time with the doctor.

- **Schedule an appointment by calling XXX/XXX-XXXX.** Walk-in patients are offered the first available appointment. There is a $X fee for this service and it is not covered by insurance.

- **Schedule same-day appointments for ill visits.** Appointments are used on a first-available appointment basis.

- **Patients who arrive on time are seen at their appointment time.** Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your child’s visit.

- **Call ahead if you are late or unable to make your appointment time.** We will do all that we can to accommodate your child’s appointment and to minimize the need to reschedule your appointment.

- **Late arrivals (>15 minutes after scheduled appointment) will be offered the next available appointment.** In these cases, a no-show charge for the lost appointment will apply. While we will do all that is possible to accommodate requests, the first-available appointment may or may not be on the day the appointment was missed.

- **The no-show charge will be waived if you contact the office before your appointment.** Remember that appointments canceled more than 24 business hours prior to when they were scheduled do not incur a no-show fee.

- **Appointments for additional children should be made by phone prior to coming to the office.** A $X charge is applied for the add-on appointments. If you would like another child to be seen, please schedule appointments for both children by phone prior to coming to the office.

- **Turn off cell phones in the office and examination rooms.**

After-hours Call Service

- **Please limit after-hour calls to urgent issues and emergencies.** Please refer to our patient information packet for answers to common illness questions (Web site). For refills, appointment requests, and other nonurgent matters, you may leave a message or call the office during regular hours. A charge of $XX will be applied for after-hours calls that do not lead to an office or emergency department visit. Please also do the following when using this service:
  - When leaving a message, please speak slowly.
  - Be sure to leave a callback number.
  - Disable your call block feature.
• Follow the doctor’s instructions.

We are here to provide the best care we can to your children should the need arise. As always, we welcome the opportunity to care for your children and appreciate your trust in the services we provide.

This sample document was adapted from a document by Rose City Pediatrics Medical Group. It is provided only as a reference for practices developing their own materials and may be adapted to local needs. This document does not represent official American Academy of Pediatrics (AAP) policy or guidelines and the AAP is not responsible for its use. You should consult an attorney who is knowledgeable about the laws of the jurisdiction in which you practice before creating or using any legal documents.