

## 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.**

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