



**** NO SHOW POLICY ****

The relationship between doctor and patient is an equal commitment. There are rights and responsibilities on both sides. When you make an appointment for your child/children to see one of our pediatricians, Nurse Practitioner or Physician's Assistant, that time is set aside just for your child. We attempt to confirm appointments 2 days in advance but ultimately you are responsible to mark your calendar to assure you are available to keep the appointment. If your child/children miss their appointment it creates some problems:

1. Lost time that could have been used by another patient;
2. It demonstrates a lack of courtesy and respect for our practitioners, staff and other patients.

We do understand there could be a circumstance when you are unable to arrive for your child's/children's appointment. However, if this becomes a pattern for your family's appointments, there will unfortunately be consequences.

If your child/children has/have missed an appointment in our office, we ask you to be sure to keep future appointments or cancel them with a 24 hour advanced notice to avoid being considered a "no show". Last minute cancellations still result in lost appointment times. For your convenience, our cancellation hotline is available 24 hours a day, 7 days a week. That number is 302-918-6411.

If your child/children misses/miss an appointment for the first time, we may waive this charge one time per family. You must contact our office to request the waiver and upon approval will be noted in the family's account.

If your child/children misses/miss another appointment, there will be a \$50.00 fee per child for the lost visit.

If your family misses 3 appointments within 12 months, you will be billed for the missed appointments and your family will go under review for discharge from our practice.