

Helping Hands Pediatrics, Inc.

Policies and Procedures

Appointment No Shows

I. Policy

It is the policy of Helping Hands Pediatrics, Inc. to recognize and respect the fact that patients occasionally miss scheduled appointments; however, no-shows have a negative effect on office efficiency, and also prevent other patients from being scheduled for the appointed time. For this reason, we ask that patients notify us of a desire to cancel an appointment at least one hour prior to the scheduled appointment. When that doesn't occur; certain steps will be taken to reduce future appointment no-shows.

II. Procedure

- If a patient scheduled for a Well child exam shows up over 15 minutes late for their appointment, they will not be seen but will be offered the opportunity to reschedule. This missed appointment will count as a no-show.
- If a patient scheduled for any other type of visit; i.e. sick visit, recheck, etc. shows up over 15 minutes late for their appointment, they will be seen that day when the practitioner has availability, however, the original appointment will still be counted as a no-show.
- After the first no-show, the parent will be notified by letter with an explanation of our Appointment No Show Policy.
- After the second no-show in a twelve (12) month period, the parent will be notified by letter with an explanation of our Appointment No Show Policy, as well as a reminder that the third no-show could result in discharge from the practice.
- After a patient has three no-shows in a 12 month period, the parent will be notified that they are being discharged from the practice and encouraged to seek another medical provider. Names and phone numbers of area pediatricians will be listed for parental review. Additionally, parents are notified that Helping Hands Pediatrics, Inc. will provide 30 days of emergency care while the patient is transferred to another practice.
- Any exception to the terms of this policy will only be made by management.
- This policy will apply to our Sharon practice, as well as any satellite offices operated by Helping Hands Pediatrics, Inc. A no-show at one location will count as a no-show at any other location.