

## **TCP APPOINTMENT CANCELLATION POLICY**

We at Total Care Pediatrics understand that “life happens!” Each appointment that is not kept means someone else had to be refused an appointment. This has a negative impact on the care of others and a detrimental economic impact the practice, which reduces our ability to care for all of our patients.

With the above in mind, Total Care Pediatrics has adopted the following policy on appointment cancellations:

1. For appointments made more than 24 hours in advance, we request that you give 24 hour advance notice of appointment cancellation whenever possible. This allows us to give that appointment to another child who needs to be seen.
2. For same day or appointments made less than 24 hours in advance, we ask that you contact us as soon as possible prior to missing the appointment.
3. **NO SHOW NO CALL:** Total Care Pediatrics has a strict no show no call policy for missed appointments. If your child misses three (3) visits in a 12 month period (not calendar year) without notifying us BEFORE that appointment time, your child(ren) WILL BE DISMISSED from the practice. If one of the no shows is for a well visit/check up, only ONE (1) additional missed appointment will be accepted. Upon dismissal from the practice, we will provide emergency care ONLY for thirty (30) calendar days in order to give you time to find another healthcare provider for your child(ren).
4. Where legally allowed, no show no call cancellation patients will be assessed a \$25.00 fee.
5. As a courtesy we will make every effort to confirm appointments the day before, but it is ultimately your responsibility to remember appointments that you have scheduled.
6. If you are more than 15 minutes late for your appointment, you may be asked to reschedule.
7. Cancellations at least 24 hours prior to the appointment can be done online. Less than 24 hours prior and same day appointments must be cancelled by phone.
8. After one (1) missed appointment, you will not be allowed to self schedule online. You will have to be scheduled by staff and will be

double booked to minimize the negative impact of missed appointments.

9. After two (2) missed appointments, you will only be offered the last morning appointment slot or the last afternoon appointment slot, which will also be double booked.
10. Cancellation fees must be paid prior to being seen at the next routine appointment. We will continue to see your for appropriate in office emergencies without payment of the cancellation fee. In office emergency will be determined at the sole discretion of the practice; otherwise you may be required to go to an urgent care or emergency department.