

## Missed Appointment/Cancellation Policy:

We understand that patients may need to cancel or reschedule appointments from time to time. As a courtesy, patients are asked to contact the office 24-hours in advance if they need to cancel or reschedule their appointment. This enables us to offer the appointment time to another child in need of our healthcare services.

A missed appointment is a patient who fails to appear for a scheduled appointment without providing a 24-hour cancellation or reschedule notice. A missed appointment is a loss for everyone.

To assist our patient families in keeping appointments, South Coast Pediatrics sends a reminder text message 48 hours before the patient's scheduled appointment. The text message offers the opportunity to either confirm or reschedule the appointment. Following the reminder message (or appointment confirmation), the patient is responsible for cancelling or rescheduling the appointment no less than 24 hours before the scheduled appointment.

If the patient's phone is "out of service" or not receiving calls, the patient is still responsible for keeping the scheduled appointment.

Patients with three (3) or more missed appointments and/or late cancelled appointments within a 12-month period, may be asked to leave the practice.