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Carolina Kids Late/Missed Appointment Policy

1. Patients are to be given the courtesy of an appointment reminder one business day before their scheduled appointment if it was scheduled more than one business day in advance. Reminders may be delivered by phone call, text, or email depending on previously set up preferences. It is the responsibility of the parent(s) to provide current contact information and inform us of any changes so that Carolina Kids may contact the parent with an appointment reminder.
2. If a patient arrives 15 minutes or later for a 30-minute appointment (Well Check or Consult), they will be asked to reschedule the appointment for another day. If there are special circumstances, the physician may be consulted to make an exception. This will not be counted as a missed appointment but will be documented in the patient's chart. If the patient is habitually late to appointments further action may be taken. This may include, but is not limited to, the same action taken for patients that miss multiple appointments. See Section 5.
3. Patients must call at least 2 hours prior to well visit, consult, or other appointments not for acute sick care to cancel if they do not plan to show up for the appointment. Any cancellations less than 2 hours before the appointment will be considered a missed appointment and noted in the patient's chart. (Unless there are special circumstances)
4. If the patient does not show for the appointment, a member of the front desk will notify the family that the appointment was missed.
5. **If a family has three missed appointments within 3 years, the family will be sent a warning letter. The warning letter will inform the family of the missed appointment dates as well as the intent to discharge the family from the practice if another appointment is missed.**
6. If a family has two children scheduled for an appointment, and fail to show for those appointments, that family will no longer be allowed to schedule more than one child at a time for an appointment UNLESS the appointments are for acute sick child care.
7. If a family is discharged from the practice for continuing to miss appointments, the family will be sent a letter and given the standard 30 days notice to seek other primary care. If the family wishes to be reinstated as patients of the practice, there will be a fee assessed.
8. If a new patient misses an appointment, Carolina Kids will follow the procedure listed above under Section 4. The family will be given one chance to show up on time to a rescheduled appointment. If the new patient misses the second appointment they will not be allowed to come to Carolina Kids.
9. This policy does not apply to lab/nurse visits.