



## **No-show and Late Policies**

### **Missed appointments**

- Walden Pond Pediatrics may charge a “No Show” fee of \$50 for missed appointments or for appointments cancelled without 24 hours notice. We regret that we have determined it necessary to institute this policy. However, by cancelling your appointment 24 hours or more prior to the appointment, you will avoid this fee.
- As a courtesy, our staff makes every effort to make appointment reminder calls for most non-urgent appointments. Appointment reminders will also be sent via MyChart. However, should this courtesy not occur and the appointment is missed, the charge is still applied and payment is expected. Should this occur 3 times, you may be dismissed from the practice.

### **Late policy**

- We make every effort to be on time for all of our appointments. Unfortunately, when even one patient arrives late, it can throw off the entire schedule for that session. In addition, rushing or “squeezing in” an appointment shortchanges the patient and contributes to decreased quality of care (and increases medical errors).
- In light of this, patients that arrive 10 minutes or more after their appointment time, will be asked to reschedule their appointment. We apologize for any inconvenience this might cause.

Any child requiring emergency care will be seen as soon as possible.