

EFFECTIVE JULY 1, 2014

South Trace Pediatrics

Cancellation Policy/No Show Policy For Doctor Appointments

Our goal at South Trace Pediatrics is not only to provide you with excellent care, but also give you timely and efficient service. These policies are designed for the benefit of all our patients.

1. Cancellation/No Show Policy for Doctor Appointment

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.

If an appointment is not cancelled at least 24 hours in advance you will be charged a forty-dollar (\$40.00) fee; this will not be covered by your insurance company.

If you have 3 no-shows, you may be discharged from our practice.

2. Scheduled Appointments

We understand that delays can happen; however, we must try to keep the other patients and our doctors on time.

If a patient is 15 minutes past their scheduled time, we may have to reschedule the appointment. (We will do the best we can to work you in, but if that is not possible, a no show fee will be applied of \$40.00 to the visit you missed.)

Thank you for your understanding in this matter.