



Brentwood Pediatrics, PC

### No Show/Late Policy

#### No-Show Policy

Brentwood Pediatrics recognizes the fact that patients occasionally miss scheduled appointments. However, no-show appointments have a negative effect on office efficiency and also prevent other patients from being scheduled for the appointed time. For that reason, we ask that parent's notify us at least 24 hours before the scheduled appointment if they cannot keep the appointment. When that does not occur, the following steps will be taken to reduce further appointment no-shows.

- A patient who no-shows three (3) times in a year is subject to dismissal from the practice
- The first two (2) no-shows will be followed by a letter in the mail reminding the parent/guardian of our no-show policy
- After the third (3) no-show in the same year, a letter will be mailed requesting that the patient find a new primary care physician

#### Late Show Policy

- A patient who is late for a scheduled well visit will only be seen upon physician approval. If the schedule does not allow for this visit, then the patient will be rescheduled. We ask that all patients arrive 15 minutes prior to their scheduled well visit in order to be prepared for the physician.
- A patient who is more than 15 minutes late for any other type of visit (sick, recheck, etc) will be seen that day as soon as the schedule allows.

Please understand the intent of these policies is to assist our office in offering a high standard of care to our patients.