



Missed/Late Appointment Policy

Effective June 27, 2022

In order to keep on schedule and to be able to see all of our patients that made appointments in any given day, we need families to make every effort to be on time. This means arriving 10 minutes **prior** to your appointment time to fill our appropriate paperwork. Missed appointments or late arrivals translate to delayed care for our patients.

If you make an appointment and do not call to cancel at least **2 hours before a sick visit, 24 hours before a well visit/checkup, and 2 DAYS before any ancillary service (Behavioral Health, Speech or Nutrition)**, you will be charged a fee.

If you are more than **10 minutes late** for your well visit or non-urgent appointment, we consider this a missed appointment. You may be able to be seen that day, but only if there is an available opening. Otherwise, we will reschedule for another date. We are sorry for that inconvenience, but we want to make sure that we have the time and space on our schedule to see all of our patients.

Schedule of fees:

MISSED APPT TYPE	FEE
Sick Visit without 2-hour notice prior to appt	\$30.00
Well Visit/Checkup without 24-hour notice prior to appointment	\$50.00
Mental Health Visit without 2-day notice prior to appointment	The cost of the scheduled service
Speech Visit without 2-day notice prior to appointment	\$50.00
Nutrition Visit without 2-day notice prior to appointment	\$50.00