



## Appointment & Cancellation Policy

At Tanque Verde Pediatrics, we are dedicated to providing the highest quality care to our patients and families. To help ensure the clinic runs smoothly, and to allow all patients the opportunity to be seen in a timely manner, we ask for your cooperation with the following appointment and cancellation guidelines.

### **Annual Well Visits:**

Annual well visits are required to maintain active patient status. This ensures your child's care is up-to-date, including accurate weights, medical histories, and other relevant information. Refill requests, sick visits, and phone consultations require updated records.

### **Cancellation Policy:**

If you need to cancel or reschedule an appointment, please notify our office as soon as possible. This helps us offer your appointment time to another family in need of care.

### **Late Cancellation Fees:**

- **Sick Visits:** A \$30 fee will be applied for sick visits canceled with less than **2 hours'** notice.
- **Well Visits:** A \$50 fee will be applied for well visits canceled with less than **24 hours'** notice.
- **Speech Therapy Visits:** A \$75 fee will be applied for speech therapy visits canceled with less than **24 hours'** notice.

### **No-Show & Missed Appointment Policy:**

- **Missed Appointments:** If a patient does not show up for a scheduled appointment without prior notice, a missed appointment fee will be applied. Please refer to the cancellation fees above.
- **Late Arrivals:** If a patient arrives more than **10 minutes late** for an appointment, this will be considered a missed appointment, and the appointment will be rescheduled. The appropriate fees may apply.



### **Policy Regarding Repeated Missed or Late Appointments:**

- **More than 5 missed or late appointments:** A family that has more than five missed or late appointments within a 12-month period may be subject to dismissal from the practice.
- **New Patients:** Families who miss or are late to more than 2 first time new patient appointments will not be permitted to establish care at Tanque Verde Pediatrics

### **How to Cancel or Reschedule:**

- Call our office at (520) 722-2585 during business hours or leave a message on our voicemail.
- Cancel appointments on the Patient Portal or through Phreesia. Appointment rescheduling is not available on either of these services at this time.

We appreciate your understanding and cooperation. By following these policies, we can maintain an efficient schedule and ensure that all of our families receive the best care possible.

Thank you for being a valued part of our Tanque Verde Peds family.

Sincerely,

The Doctors at Tanque Verde Pediatrics

Updated January 15<sup>th</sup> 2025