

**NO SHOW / CANCELLATION POLICY
EFFECTIVE AS OF 1/1/15**

Dear parent,

Your child health is very important to us. We would like to provide you with outstanding service. This however requires your cooperation. Keeping your appointments with the physician is essential for your child's health. It is also vital for the smooth operation of the office.

Unfortunately we have been experiencing a **25% no show rate** at our clinic! This means that **1/4th** of the appointments that are made are not kept, and the doctor is not notified! This can lead to poor compliance to treatment and can hurt your child. This also leads to disruptions of the schedule. Other patients that really need an appointment that day sometimes cannot be seen, because it looks like we have a full schedule, but then some do not show...

This policy intends to correct this problem, so we can provide you with the high quality service you deserve.

“The 1, 2, 3, you are out policy”

There will be phone call attempts to reschedule each missed appointment.

All missed appointments will be documented in the patient's record and numbered with 1, 2, 3 for the first, second and third “no show”.

Corresponding written notices (1, 2 and 3) will be sent to your home address to have a written reminder also. If we were unable to contact you by phone these will be sent Return Receipt, Certified” and you will be asked to respond immediately.

There will be a \$25 “handling fee” with the first no show, and a \$50 “handling fee” with the second no show. These charges will be due at the time the appointment is being rescheduled. It has to be paid before your child can be seen again.

The third letter is the so called: “Discharge Letter”. This will be mailed “Return Receipt, Certified. At the receipt of this letter you have 30 days to find another doctor. We will see you for emergencies only during those 30 days.

Please, remember that all you have to do, if you cannot keep an appointment is to **CALL and CANCEL!**

If you **cancel 4 hours in advance** you can avoid having this policy affect you and your child. I am confident that you all can do it! Thank you for your understanding and support in creating the best practice in the area.

Sincerely,

Angela Asom, MD, MMM