

Drs. Black & Benton, PSC

4741 N. Broadway, Suite B • Knoxville, TN 37918 • 865-687-1940 (office) • 865-687-0157 (fax)

Missed Appointment Agreement

Thank you for trusting the medical care of your child[ren] to Black and Benton Pediatrics. We work hard to accommodate our patient's need for office visits in a timely manner. When a patient cancels an appointment without adequate notice, or simply fails to keep an appointment, we cannot use that time to serve the needs of other patients.

If an appointment needs to be rescheduled or cancelled, please contact our office no less than 24 hours prior to the scheduled appointment. This allows other patients who may be waiting for an appointment to be scheduled.

Appointment Cancellation/No Show Policy:

- Effective July 1, 2019 any established patient who has not given a notice of at least 24 hours before a missed appointment will be considered a No Show and may be subject to a \$25 Missed Appointment fee.
- If a family has three No Show occurrences (among any combination of family members), the entire family may be dismissed from Black and Benton Pediatrics at the discretion of the doctors.
- The Missed Appointment fee is charged to the patient, not the insurance company, and will be due upon receipt of the statement or the next office visit of any family member (whichever occurs first).
- As a courtesy, we attempt to make reminder calls for appointments on the day prior. Regardless of whether or not you receive a reminder call, the above Policy will remain in effect.

I have read and understand Drs. Black and Benton's No Show/Missed Appointment Policy and agree to its terms.

Parent Signature

Parent Name Printed

Date