



No-Show Policy

Purpose:

No-Show Policy has been implemented to improve scheduling opportunities and encourage patients to keep their scheduled appointments or call and reschedule or cancel their appointments in a reasonable amount of time (at least 48 hrs). As a courtesy to you, we provide reminder calls, emails and/or text messages 2-3 days prior to your child's scheduled appointment. If you fail to keep the appointment or give adequate notice of at least 48 hrs, it prevents another patient who may need the appointment and may keep them from being seen in a timely manner leading us to need to implement this policy. This will maximize the time Dr. McNeill and our staff has to spend with your child to be able to continue to provide excellent care for your family.

No Show Policy:

We have implemented this "No-Show" policy which will affect all patients who do not keep their scheduled appointment or cancel an appointment with less than a 24-hr notice.

1st No-Show – Parent/guardian will receive a phone call or letter advising of our policy.

2nd No-Show – Parent/guardian will receive letter and charged a \$50 No-Show fee.

3rd No-Show – Parent/guardian will receive letter and charged a \$50 No-Show fee and all family members will be dismissed from practice.

No-Show for Double Appointments – Parent/guardian who schedule two or more children and no-show will be restricted from scheduling double appointments in the future. Parent/guardian will be responsible for appropriate missed appointment No-Show fee of \$50 per patient.

No-Show for New Patient 1st Appointment - Parent/guardian will receive a phone call or letter advising of our policy. A second New Patient No-Show will result in no further appointments being scheduled for the patient and the family will be dismissed.

Please note that the No-Show fee is not covered by insurance and is the parent/guardian's responsibility. We also understand that emergencies may occur, and should that be the case, please contact as soon as possible to let us know your situation and we will take this into consideration as we assist you in rescheduling your child's appointment.

Late Arrival Policy

We schedule individual time with each patient to allow us to deliver the quality, personal care that every patient and their family deserves. Late arrivals take away our ability to provide that personalized care in a timely manner and can diminish the full experience of receiving the exceptional care in a non-rushed manner and also impact all the other families who are scheduled that day.

Late Arrival Policy:

-Patients arriving more than 10 minutes late for a scheduled well visit, ADHD or consultation will most likely need to be rescheduled to another day unless there is available time left in the schedule to work them back into that day's schedule.

-Patients arriving more than 10 minutes late for same day sick appointment will be worked back into the schedule and seen as soon as the schedule allows.

-Patients who arrive early or on time will be seen before those who arrive late if we are working them back into the schedule.

We also understand that unexpected obstacles or emergencies may occur, and should that be the case, please contact as soon as possible with your anticipated arrival time to let us know your situation and we will take this into consideration as we assist you in rescheduling your child's appointment.