



## **Broken and Missed Appointment Policy**

We value your child as our patient and we need your cooperation with keeping appointments. Missing or cancelling an appointment means we cannot fill that appointment time with a patient who needs our care.

**Effective immediately, our policy for missed or broken appointments is the following:**

- If you need to **reschedule** your child's appointment, please call **24 hours prior** to the scheduled appointment; failure to do so is considered a broken appointment and your account will be assessed a fee of **\$50.00 per child**. This fee must be paid prior to making other appointments.
- If a **sibling group** cancels or does not show for their appointment, the children may be rescheduled at the discretion of our office. However, siblings will not be scheduled consecutively on the same appointment day.
- Broken in-office **conscious sedation** appointments leave tremendous gaps in our schedule. As such, a broken sedation appointment will be assessed a **\$100 fee and/or not rescheduled** at the discretion of our office staff.
- Broken **hospital (surgery center)** appointments will **not be rescheduled** due to the strain it puts on both our office staff and the hospital staff. Our office is given limited surgery center block time, and this time must be utilized efficiently.
- For **Medicaid** patients, more than one broken appointment per family account in a twelve month period may result in your child(ren) not being rescheduled in our office.
- If your child is more than **10 minutes late** for their appointment, we may elect to reschedule them or wait for an opening in our schedule that day.

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Parent/Guardian Printed Name

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Parent/Guardian Signature

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Date