



No Show/Same Day Cancellation Policy

Our staff works hard to offer you an appointment that is convenient for both you and your child. If circumstances prevent you from keeping your appointment, please call the office **at least 24 hours in advance** to reschedule. Please understand that our policy is in place to assure that we maintain a superior standard of care for all of our patients.

We understand that sometimes unforeseeable circumstances arise, but if your child misses multiple appointments, we cannot provide you with the level of care that we strive for. Additionally, missed appointments prevent us from caring for other children that may need our services at that time.

First No Show/Same Day Cancellation

In the event that you neglect to notify us 24 hours in advance or miss your scheduled appointment, a member of our Chopra Pediatrics staff will call to remind you of our no-show/same day cancellation policy and offer you an opportunity to reschedule the missed appointment. It is your responsibility to provide an up-to-date telephone number so that we can make contact with you.

Second No Show/Same Day Cancellation

If you miss or cancel a second scheduled appointment within a 12 month period from the first without proper advance notification, you will receive a letter reminding you of our no-show/same day cancellation guidelines.

Third No Show/Same Day Cancellation

If you miss a third scheduled appointment within that same 12 month timeframe without proper notification to our office, we will call you to discuss whether our practice is the best fit for you and your child. If it is determined that termination from the practice is the best solution to avoid future issues, we will send you a certified termination letter. That letter will notify you that we will continue to see your child for acute conditions for a maximum of 60 days from the date of the termination letter.

Fourth No Show/Same Day Cancellation

In the event that care is continued after the third no-show, an additional no-show within the same 12 month timeframe without proper notification to our office will result in termination from the practice. A certified termination letter will be sent to notify you that we will continue



to see your child for acute conditions for a maximum of 60 days from the date of the termination letter. This letter can also include resources to assist with finding a new physician.

No-Show or Last Minute Cancellations of an Evening Appointment

Our evening appointments are in high demand and frequently have limited availability. If you no-show or cancel an evening appointment at the last minute, we will not be able to offer you another evening appointment for a period of three (3) full months from the date of the no-show or last minute cancellation. The rationale behind this decision is that too many patients desire these convenient evening appointments, and we feel it is unfair to have these appointments go unfilled.

New Patients

It is important that you select the practice that is best for you, and that you understand our guidelines for no-show and same day cancellations. Should you not be able to make your first scheduled appointment without giving us appropriate notice, we will provide you with one opportunity to reschedule a no-show or same day cancellation. Since we have not yet established a provider-patient relationship with your child, the second no-show or same day cancellation will result in the decision for you to find another pediatric practice to meet your child's needs. We would be happy to provide you with resources on finding a new practice upon request.

Signature: _____ Date Signed: _____

Patient: _____ D.O.B. _____

