



## **Torresdale Pediatrics Appointment Policies**

### No Show Policy

In order to provide the best possible service to all of our patients we have instituted the following No Show 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 [215-638-0555] at least 24 hours in advance to reschedule your appointment.

1. In the event that you neglect to notify us and miss your scheduled appointment, the staff will call to remind you of our cancellation policy and offer you an opportunity to reschedule.
2. If you miss a second scheduled appointment and do not notify the office as requested, you again will receive a call to remind you of our cancellation policy and offer you an opportunity to reschedule. At that time, if the appointment was a 'double' appointment, you will not be able to schedule another 'double appointment' as this again would be two appointments that could have been filled if you fail to show up.
3. If you miss a third scheduled appointment without proper notification, we will send you a letter by registered mail. In that letter it will notify you that if you miss another scheduled appointment, and do not notify the office as requested, we may ask you to find another practice to care for your children. Of course we would continue to serve your child for acute conditions for a maximum of 30 days from the date of the notification to terminate letter. The letter will also include some resources for you to assist you in finding another physician.

Please understand that our policy is in place to assure that we maintain a superior standard of care for all of our patients. If your child misses multiple appointments, we cannot provide you with the level of care that we would expect for our own children. In addition, unexpected missed appointments prevents us from caring for other children that may need our services at that time.



### Policy for Late Patients

In order to provide the best service to you and your child we have put in place the following late policy:

All patients are expected to arrive at the office a few minutes prior to their scheduled appointment time. In the event that you are late for your appointment, we will try to accommodate you during the same session if your provider's schedule has an opening. This may, however, require that you wait until all the patients with scheduled appointments have been seen. You may also need to see an alternative provider if the provider you were scheduled to see does not have an opening in the schedule.

If we cannot accommodate you into the schedule, we will ask that you reschedule for a time that is convenient for you and your child.

### Policy for Early Patients

We appreciate your diligence in arriving to your appointment early. Please understand that traditionally patients are seen in the order of their scheduled appointment times, rather than on their time of arrival. In the event that you are more than 20 minutes early for your appointment, we will try to accommodate you as soon as possible. In the spirit of fairness, please be aware, however, that patients who are scheduled before you and arrive on time for their scheduled appointment will be seen first, even if they arrive after you. In the event that multiple providers are working, patients will be taken back according to their provider's schedule. Thus, if patients are seeing different providers, it may appear that later arriving patients are being taken back ahead of earlier arrivers.

I have read the above policies and been offered a chance to ask questions about them. I agree that I will adhere to these policies as long as my child is a patient at Torresdale Pediatrics.

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Parent or Guardian

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Date