



No-Show and Late Arrival Policy

At Northwest Pediatrics, we are committed to providing high-quality care to all of our patients. In order to maintain a smooth and efficient schedule and provide the best care possible, we kindly ask that you adhere to the following policy regarding missed appointments and late arrivals:

No Shows

- A "No Show" occurs when a patient misses a scheduled appointment without providing notice.
- **If you miss more than three appointments in a 12-month period, your family may be dismissed from the clinic.** We understand that emergencies and unforeseen circumstances can arise, and we will work with you as much as possible, but this limit helps us serve all families effectively.

Cancellation Policy

- **If you need to cancel or reschedule your appointment**, please call at least 24 hours before the scheduled time.
- If you call the **same day** to cancel or reschedule, you must do so **at least one hour before the appointment time**. Any cancellations made within an hour of the appointment will be considered a "No Show."

Late Arrivals

- If you arrive more than **20 minutes late** for your scheduled appointment, we may not be able to see you that day, as it may disrupt the schedule of other patients. In this case, you may be asked to reschedule, and it will count as a "No Show."

We understand that life happens, and we ask for your cooperation in following these guidelines to ensure we can continue to provide excellent care to all our patients. Thank you for your understanding!

Patient/Guardian Acknowledgment:

I acknowledge that I have received and understand the No-Show and Late Arrival Policy of Northwest Pediatrics.

Signature: _____

Date: _____