



No Show / Late Cancellation Policy

This policy has been established to help us serve you better.

We require appointments in our office in order to see our patients as efficiently as possible. No-shows and late-cancellations cause problems that affect the efficiency of our practice. No-shows and late-cancellations delay the delivery of healthcare to other patients, some who are quite ill.

A “no-show” is missing a scheduled appointment without notifying the office. **If you no show your child’s first appointment with our office, it will result in an automatic dismissal from Lincoln Pediatric Group.** Or if multiple occurrences happen, your family may be dismissed from Lincoln Pediatric Group.

A “late-cancellation” is canceling an appointment without calling us to cancel within 1 hour of an office appointment. If multiple occurrences happen, your family may be dismissed from Lincoln Pediatric Group.

To help patients remember their scheduled appointments, Lincoln Pediatric Group sends text message and email reminders to the primary phone number that was provided at the time of scheduling. The reminders are sent 2 days, 1 day, and 2 hours in advance of the appointment time.

We understand that situations such as emergencies occasionally arise. These situations will be considered on a case-by-case basis.

To cancel or reschedule an appointment please call Lincoln Pediatric Group at 402-489-3834 option 0 to speak with one of our schedulers. Schedulers are available Monday – Thursday from 8am- 7pm, Friday 8am- 4:30pm, Saturday 8am- 12pm and Sundays 12:30pm- 4:30pm.

This policy is in effect to ensure that all of our patients have the opportunity to be seen in a timely manner.