



Office Policies

Missed/Canceled Appointments

Missed or canceled appointments with less than 24 hours notice detrimentally affects the practice and other patients. The first occurrence per family account will result in a reminder letter. A second occurrence will result in a \$50 fee and a probationary letter. A third occurrence will result in dismissal from the practice. For appointments scheduled same-day that are canceled with less than 4 hours notice a \$50 fee also applies.

Late Arrival

We understand your time is valuable and strive to run our schedule on time as much as possible. Patients who arrive late for appointments disrupt the schedule and consequently negatively impact other patients' waiting time. For this reason we ask you to please arrive on time for your appointments. Patients arriving more than 10 minutes late may be asked to reschedule and the missed-appointment policy would apply.

Divorced/Separated Parents and Custodial Arrangements

Henrietta Pediatrics does not become involved in disputes between divorced, separated or custodial parenting arrangements regarding financial responsibility for their child's medical expenses. By signing as guarantor below, you agree to be financially responsible for the care we provide to your child, regardless of whether a divorce decree, custodial or other arrangement places that obligation on your former spouse or the child's other parent. We will be happy to provide receipts for paid medical bills for you as requested. Please note that if a child is not accompanied by a parent/legal guardian, the accompanying adult will be required to make any applicable payment.

Behavior Expectations

Disrespectful behavior will not be tolerated. Instances of yelling, swearing, or threatening gestures may result in immediate dismissal.



Masks

For your protection and the safety of our staff, anyone over age two is expected to wear a mask while in the office until further notice. Patients who arrive without a mask may purchase one for \$1. Anyone not wearing a mask will be asked to leave and the visit will be considered “canceled” with < 24 hours notice. (Occasionally some developmental disabilities may make wearing a mask challenging for some children—please discuss any concerns of this nature with our staff PRIOR to your appointment).

Completion of Personal Patient Forms

Daycare and school physical forms and immunization records will be generated at the time of well visits and made available on the patient portal. Other forms (eg. camp forms, working permits, medication administration forms etc) require additional staff time and resources and will be completed within five business days from the time of request. As a courtesy to families, these forms may be expedited to be completed within one business day for a convenience fee of \$10/ form. All personal information components (eg patient name, address, phone number etc) must be completed prior to submission or the form will be returned.

I have read and agree to follow the above policies.

Signature _____ Date _____

Name _____ Relationship to patient _____