



PEDIATRIC SERVICES  
OF SPRINGFIELD, INC.

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## Late / No-Show Policy

The care of our patients is our number one priority. This policy is to ensure that each patient is given the opportunity to receive the best care possible.

When a patient No-Shows for an appointment, they aren't receiving the care they need, it takes away from another patient in need and it negatively impacts our practice.

- Patients arriving more than 20 minutes late for their scheduled physicals may be asked to reschedule and are subject to a \$25 fee. \*This will be at the provider's discretion. \*
- Patients who No-Show a scheduled physical will also be subject to a \$25 dollar fee.
- Patients arriving more than 10 minutes late for a same day sick appointment will be worked in and seen as soon as the schedule allows.