WESTERN WAKE
PEDIATRICS

Appointments and Cancellation Policy

An appointment is exclusive time set aside for your child to be seen by one of our providers.

We strive to serve you in a timely manner and do our best to stay on schedule. Since we will take the time needed to fully evaluate the problem presented to us, we will occasionally run behind. We regret if that results in a wait for you. **To avoid significant delays in our office, patients arriving more than fifteen minutes after their scheduled physical exam or consultation may be asked to reschedule**. Depending on the nature of the visit and clinical urgency we will do our best to reschedule appointments for the next available.

Patients unable to attend an appointment must notify the office at least 24 hours in advance to reschedule or cancel. Failure to provide this notice will be considered a no-show, which may result in the following:

- First No Show: a courtesy reminder will be sent to the patient's family to reinforce the importance of this policy.

- Second No Show within the same calendar year: the patient may be subject to the following actions
    - A fee of $35.00, which is not billable to insurance and will be billed to the patient.
    - A no-show will be documented in the patient's medical record.
    - Families with two or more children booked together on the same day and miss their appointment without giving us proper notice will not be able to schedule multiple visits together in the future.

We have many same-day sick visit appointments available, including Saturday mornings. Each sick child must have their own appointment. If you need to cancel a same-day sick visit, please call us right away so we can offer that time to another patient.

If your child is scheduled for a routine physical exam but is sick on the day of the visit, we may need to either reschedule the checkup or change it to a sick visit so the illness can be properly addressed.

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