



MISSED APPOINTMENT & LATE CANCEL POLICIES

CHILDREN

List all children (under the age of 18) that are patients at Holland Pediatric Associates, PLC:

First Name	Last Name	Birthdate
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Our physicians and staff respect the time that you take to come to your appointment as well as the arrangements that may be necessary for you to be here. We understand the need to stay on time and our goal is to run as close to your scheduled appointment time as possible. However, at times, there are unpredictable issues that arise which may cause a provider to run behind schedule. Usually these are related to patient care (for example, a patient had more complex issues that needed to be addressed and took more time than expected).

We understand that unexpected things may come up that could prevent you from arriving on time or keeping your appointment with us. However, every time a patient does not notify us that they will be unable to keep an appointment, it prohibits another patient from being able to see one of our providers. We're happy to accommodate when we can but appointments are in high demand, and we also want to run on time for our other patients. We ask for your help by understanding and cooperating with our Missed Appointment & Late Cancel Policies.

Our automated appointment reminders are fantastic! Appointment reminders are scheduled to be sent five days prior to the scheduled appointment. Be sure to complete our Consent for Notifications Form to opt in for these helpful reminders! While the goal is for these to always go out, please note these automated appointment reminders are a courtesy and are NOT guaranteed. Future appointments can be viewed on the portal too!

"CHECK-IN" TIME

We ask all patients to arrive 10 minutes prior to their scheduled appointment time. This is to give adequate time at check-in to confirm demographic information and insurance information, as well as collect co-pays or balances. For appointments that require more paperwork (i.e. teen well visits, new patient visits, etc.), we ask patients to arrive 15 minutes prior to their scheduled appointment time.

LATE ARRIVAL POLICY

If you arrive after your scheduled appointment time, it is up to the discretion of the provider if they are still able to see you. If the provider is unable to see you, you will be assessed a "missed appointment". We will make every effort to reschedule you for the same day. You may be offered a different time or provider for that day, but ultimately the decision is yours.

MISSED APPOINTMENT & LATE CANCEL POLICY

If you need to cancel or reschedule an appointment, you must notify us at least **two hours prior** to your appointment time that you will be unable to keep your scheduled appointment. Calling as early as possible allows us to serve other patients who need to be seen. If you do not do this, you will be assessed a "missed appointment". Three "missed appointment" PER FAMILY in a rolling calendar year may result in your family being discharged from our practice.

ACKNOWLEDGEMENT AND SIGNATURE

I have thoroughly read all the information on this sheet and agree with everything. I also understand that the terms of the Missed Appointment/Late-Cancel and Late Arrival Policies may be amended at any time without prior notification to the patient.

NOTE: Step-parents cannot sign for step-children. ONLY biological/adoptive parents and legal guardians can sign.

Name (printed): _____ Relationship to Patient: _____
First Name Last Name

Signature: _____ Today's Date: _____