



MISSED APPOINTMENT POLICY

Dear Parent:

We are delighted that you have selected DV Pediatrics to provide healthcare for your children. We pride ourselves on providing family oriented care that is the most up to date pediatric care available. As you are aware most medical problems can be handled during routine office hours. The office is open Monday through Friday, 8 AM until 5 PM. Please call 770-704-0057 if you need to make an appointment.

In the event that you need assistance, our office hours' calls are staffed by pediatric trained nurses at Rite Call through Children's Healthcare of Atlanta. The phone number for after hours' calls is 770-704-0057. If you require urgent attention after hours we suggest you consider the Children's Healthcare of Atlanta offices at Barrett Parkway. If your child needs immediate medical attention please call 911 or take your child to the nearest emergency room.

Our office believes that all children deserve medical care. As you know you are an essential part of the success of your child's medical care. In our attempt to provide care for your children we have developed the following clinic policies regarding missed appointments:

- You are required to give at least 24 hours notice if you are unable to keep an appointment.
- If you give less than 24 hours notice you will be billed a no-show fee of \$25.00.
- If you arrive over 15 minutes late for an appointment you may be asked to reschedule.
- If you arrive repeatedly late for your appointments you will be asked to reschedule. You may also be asked to find a new doctor.
- If your child misses an appointment you will be billed a \$25.00 no-show fee.
- If your child misses more than 1 appointment in a 12 month period without proper notice, you may be asked to find a new doctor.
- If your child misses 3 appointments in a 12 month period you WILL be asked to find a new doctor.

Again we consider it a privilege to provide care to your child. Should you have any questions or suggestions please do not hesitate to call.