

PARTNERS IN ALLERGY & ASTHMA CARE, LLC

A Division of Florida Pediatric Associates, LLC

Missed Appointment Policy

This policy applies to missed appointments and to appointments cancelled without advanced notice, at Partners in Allergy & Asthma Care, LLC (this "Practice").

Appointment Scheduling & Cancellation Process:

This Practice's scheduling process makes every attempt to match patient needs with appointment availability. Once appointments are scheduled, the Practice will send reminders in advance of upcoming appointments to allow you the chance to cancel or reschedule the appointment. It is important to us that all patients can be seen as needed for their treatment needs, and this allows ample time to schedule other patients already waiting to be seen. Without ample time, patients waiting for appointments are deprived the opportunity to be sooner than the schedule would otherwise allow.

Except for sudden emergencies, this Practice requires that you provide proper advanced notice when you need to cancel or reschedule your appointment. We require patients to provide advanced notice of at least one business day prior to the scheduled appointment. That means if you have an appointment on a Tuesday, you must cancel by the end of business on the preceding Monday. If you have an appointment on a Monday, you must cancel by the end of business on the preceding Friday.

Penalty for Missed or Cancelled Appointments Without Proper Notice:

Unless prohibited by your insurance contract or applicable law, we may charge you for missing or cancelling your initial or follow-up appointment without the required proper notice. The charge for missed/cancelled appointments wherein you did not provide prior notice as described in this policy is \$50. This charge is your responsibility and must be paid prior to scheduling another appointment. This policy applies to, and shall be the same amount, for all patients wherein collection of a missed appointment fee is permissible by the third-party payor (where applicable) and is not limited to Medicare beneficiaries. You should note that missed appointment fees are not payable by insurance coverage. Rather, you will be responsible for paying any missed appointment fee directly to the Practice.

Termination of Treatment Relationship:

Missed appointments disrupt patient care and prevent our team from performing the critical task of reviewing and evaluating your medical problems and the care that we prescribe. In some cases, missed/cancelled appointments could impair a beneficial treatment relationship and impede the best treatment outcomes for a patient, if the patient is not timely seen after missing or cancelling an appointment. Ensuring quality health care is of the utmost importance to this Practice. Therefore, if you miss or cancel the initial appointment, or two follow-up appointments without proper advanced notice, we may terminate our treatment relationship with you. If that occurs, we will provide you with a written notice within a reasonable amount of time to find a new treatment provider. If you are an established patient, during that notice period, we will continue to be available to you as needed to provide continuity of care and to ensure you are able to find a new provider. However, if we determine that there is a safety concern for our staff or providers, a shorter notice period may apply.