



No-Show and Cancellation Policy

Keeping scheduled appointments ensures your child receives the care and services they need.

No-showing and arriving late for appointments affect the flow and efficiency of our patient schedules.

If you're unable to keep your appointment and/or arrive on time, please be courteous to other families and contact the office in a timely manner as outlined below to cancel your appointment.

What is considered a no-show?

- A patient not showing up for a scheduled appointment.
- A patient failing to cancel the appointment within the following defined windows of time:
 - Appointments scheduled on the same day of service must be cancelled at least 1 hour prior to the appointment time.
 - All other appointments require at least a 24-hour cancellation notice.
- A patient arriving 15 or more minutes late for an appointment and the practice is unable to see the patient.

No-show fees:

- 1st no show: \$25.00 fee per patient per missed appointment
- 2nd no show: \$50.00 fee per patient per missed appointment
- 3rd no show: \$50.00 fee per patient per missed appointment

Arriving Late for Appointments:

- Any patient who arrives **15 or more minutes late** for any appointment can be deemed as a no-show and asked to reschedule their appointment.

Excessive no-shows:

- If there are 3 no-shows in a rolling 12-month period for any children of the same family or household, Carolina Pediatrics of the Triad may choose to terminate the patient-physician relationship for all members of the family or household.

Families who "no-show" a double well check (2 children of the same family scheduled at the same time for well child checks) may be denied the opportunity to schedule double well checks in the future.

Each child is always given their own unique appointment. Therefore, if a family schedules for multiple children on the same day, each child's appointment that is not kept is considered a no-show.

Appointment reminder texts and emails are a courtesy. Failure to receive a reminder text or email does not void our no-show policy.

Nondiscrimination statement: Carolina Pediatrics of the Triad, PA complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 336.574.4280.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 336.574.4280