

The goal of **Clark Pediatric Group** is to provide quality care to our patients. Missing appointments is a detriment to the patient's health and the practice's ability to operate in an effective manner. Therefore, please note the following policies and procedures for "No Show" appointments are hereby, effective May 1, 2018.

What is a "No Show"?

- A patient missing a scheduled appointment without, at a minimum, a twenty-four (24) hour cancellation or rescheduling notice.
- Any appointment that is scheduled on the same date of service, that is not cancelled within 1-hour prior to appointment time.
- Any late arrival of 15 minutes or more and the patient is consequently unable to be seen.

What is the impact of a "No Show"?

- Missing the appointment may jeopardize the health of the patient.
- Missing the appointment denies care to other patients who need to be seen by a provider.
- Missing the appointment disrupts patient flow and affects other families.

What happens if I have too many "No Shows"?

We understand that circumstances may sometimes prevent families from being able to extend advance notice when cancelling appointments. However, we believe that these instances should be few and far between.

- After your first "No-Show" appointment, you should expect a phone call or text message from our practice notifying you of the "No-Show".
- If there are two "No-Shows" in a rolling 6-month period for any member of the same family, you can expect to receive a caution letter in the mail and each account will be charged a \$25 no-show fee for hygiene appointments, and a \$50 fee for operative appointments. Families with 2 or more patients scheduled on the same day will be subject to multiple no-show fees.
- If there are three "No-Shows" in a rolling 6-month period for any member of the same family, this may result in discharge of the family from the practice.

Families who "No-Show" with 2 or more patients scheduled at the same time may be restricted from scheduling appointments for more than 1 patient on the same day.

New patients who "No-Show" for their initial visit will receive a letter explaining that new patients who "No Show" 2 times for their initial visit will not be allowed to establish care at Clark Pediatric Dental Group.

Clark Pediatric Dental Group will attempt to contact our patients by phone, email or text messages two business days prior to your scheduled appointment ****Please remember that confirmation calls are a courtesy. It is the Parent/Patient's responsibility to keep up with your scheduled appointment date and time and notify the office in advance when there is a need to cancel or reschedule.**

Patients Name Print

Print Parent/Legal Guardian Name

Signature Parent/Legal Guardian

Date