



CANCELLATION & NO SHOW POLICY

In Order to better serve the needs of our patients and in an effort to better organize our scheduling methods, we ask that if you need to cancel or reschedule an appointment, please give us at least 24 hours notice. If you are unable to give a 24 hour notice, please call as soon as possible. This will allow us to provide other patients during those times and we can then reschedule your appointment. We feel that not showing for a scheduled appointment without a valid excuse is unacceptable and may be grounds for discharge from our clinic. All patients with three or more "NO SHOWS" will automatically be discharged from our practice.

**Private insurance patients who wish to continue to bring their child(ren) to Little Pine Pediatrics can pay a reactivation fee of \$75.00 and be subject to a \$50.00 charge on future "NO SHOW" appointments.*

**Due to Florida Medicaid restrictions we currently are not allowed to charge a re-activation fee and therefore our only course of action is to discharge your child from our practice. If you would like to be on a 90-day probationary period for our practice (one more "NO SHOW" appointment will result in final termination) then you will be required to write a detailed letter addressed to our practice explaining that you understand our cancellation/no show policy, the reason it is in place and that you would like Little Pine Pediatrics to continue providing medical care for your child(ren).*

APPOINTMENT ARRIVAL POLICY

You must be prompt for your appointment. Please arrive no later than 5 minutes prior to your child's scheduled appointment time.

If your child is scheduled for a well child check-up/physical appointment and you are 10 minutes or more late (based on Little Pine Pediatrics clock) your child's appointment **MUST be rescheduled. These types of appointments are more detailed and require 20-30 minutes per visit and due to scheduling needs of all our patients we cannot work in a late appointment of this type. If you are 5 minutes or more late for an ADHD appointment, you **MUST** also reschedule this type of appointment.*

**If your child is scheduled for an acute (sick/labs/results/etc) appointment and you are 5 minutes or more late (based on Little Pine Pediatrics clock) - your child will still be seen but no longer has a scheduled appointment. Your child will be seen as a "work-in" and by the first available provider. Please understand that we will get your child in to be seen as soon as possible but must be kept as much to our scheduled time for our patients that arrived on time for their appointments. We do not feel that any one child is more important than another but do respect our scheduling needs and the needs of all our patients and their families.*

Thank you in advance for your cooperation and understanding with this matter.