

## **PENSACOLA PEDIATRICS, P.A.**

### **Cancellation and Missed Appointments Policy**

We want to provide the best care for all of our patients. To do that we want to see every person we can at a day and time that is acceptable to them.

We understand that there are times when you must miss an appointment due to emergencies or surprise obligations for work or family. However, when you do not call timely to cancel an appointment, you may be delaying another child from getting much needed care. Conversely, when another patient fails to cancel timely we may be unable to schedule your child for care.

Your child's appointment will be considered "Missed", if:

A Well-Child / Physical appointment is not cancelled at least a full 48 week-day hours (Monday through Friday day) in advance or if

A Sick Appointment is not cancelled at least a full 2 week-day hours (Monday through Friday day) in advance unless the child is directed by us to another place of care.

**If appointments are "Missed" three times, we will need to end our relationship.**

Why: if we do not have your cooperation in providing your child with consistent reliable care, we believe that some other setting or physician may be more suitable for her/him. This is such an important issue that most insurance companies track the child's care and require us to provide information regarding the child's health status. As a result, if we end our relationship, we may inform your child's insurance company of the termination.