



# Missed Appointment Policy

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Our goal at Tulsa Pediatric Group is to provide you and your child with convenient, accessible, high quality medical care. In order to assure convenience and accessibility to all our patients, it is important for patients to arrive on time for all scheduled appointments or cancel the appointment 24 hours in advance. This policy allows us to make better use of our available appointments for those patients in need of medical care.

## **MISSED APPOINTMENT DEFINITION:**

Any scheduled appointment for which a patient does not present for medical care (“no show”) or fails to cancel within a minimum of 24 hours.

## **CANCELLATION OF AN APPOINTMENT:**

As a courtesy to parents, we make several attempts by phone and email to remind you of upcoming appointments. We request a return call to confirm you received the reminder and will be at the appointment. If you are unable to keep the scheduled appointment for your child, you may cancel by calling our office during regular business hours at 918-581-4750, leave a message on the office answering machine after hours, or cancel through the patient portal. Appointments are in high demand and your early cancellation will allow another child the opportunity to be seen by a physician.

## **ARRIVING LATE:**

If you arrive more than 15 minutes late for your child’s scheduled appointment, we will attempt to accommodate your needs. However, we cannot guarantee the physician will have adequate time to see your child and you may be asked to reschedule.

## **SINGLE MISSED APPOINTMENT:**

This is defined as failure to notify our office you will not be able to keep your scheduled appointment within a 24 hour cancellation/reschedule window. Failure to keep your scheduled appointment will result in a missed appointment fee. A fee of \$30 will be imposed as reimbursement to the practice for time and resources lost.

## **DOUBLE MISSED APPOINTMENTS:**

This is defined as failure to notify our office within a 24 hour cancellation/reschedule window for two siblings scheduled consecutively back to back. Failing double sibling appointments without cancelling or rescheduling will restrict your ability to schedule future double appointments. Any family who misses a double sibling appointment must keep three single appointments before again being eligible to schedule double sibling appointments. A \$50 fee will be imposed for lost revenue to the practice.



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**MISSED APPOINTMENT DISMISSAL:**

Any family regularly missing scheduled appointments without notifying our office in advance to cancel or reschedule may be dismissed from our practice.

Beginning July 1, 2018, Tulsa Pediatric Group will begin charging missed appointment fees to parents who do not present for a scheduled appointment. Failure to cancel or reschedule within 24 hours will result in a missed appointment fee of \$30. This fee will not be submitted to your insurance company but will be the financial responsibility of the parent.

By signing below, you are stating you understand our appointment policy and agree to abide by the statements listed above.

\_\_\_\_\_  
PRINT PARENT NAME

\_\_\_\_\_  
PARENT/GUARDIAN SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
WITNESS SIGNATURE

\_\_\_\_\_  
DATE