



### **MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY**

Thank you for trusting your medical care to Acton Road Pediatrics. When you schedule an appointment with Acton Road Pediatrics we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Effective February 1, 2021 any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours notice** will be considered a No Show and charged a **\$25.00 fee**.
- Any established patient who fails to show or cancels/reschedules an appointment with no 24 hour notice a second time will be charged a **\$50.00 fee**.
- If a third No Show or cancellation/reschedule with no 24 hour notice should occur the patient may be dismissed from Acton Road Pediatrics.
- The fee is charged to the patient, not the insurance company, and is due upon receipt of next statement or visit whichever comes first.
- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee.

**Acton Road Pediatrics (205) 978-8245**