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CANCELLATION AND NO-SHOW POLICY

As of August 1, 2018, Dawson Pediatrics has implemented a new Cancellation and No-Show Policy.

To provide the highest quality of care in a timely manner, we have reviewed our current policies with respect to schedule management and felt that a change was in order. Wait times and availability of appointments are directly impacted by late arrivals and no-shows. Managing these issues more effectively will cut down on the delays of care and lack of available appointments, otherwise lost when patients do not call in to reschedule. The new policy is designed to provide a significant amount of flexibility to our patient population, while at the same time ensuring that those who regularly miss scheduled appointments are held accountable. We want this policy to be a deterrent, not a source of revenue.

Cancellation and No-Show Policy:

- If you cancel your child's appointment less than 24 hours there will be a \$25.00 cancellation fee applied to the account after the second cancellation and then any other appointment cancelled less than 24 hours.
- After your child has **No Showed two times there is a \$25.00 No Show Fee** that has to be paid prior to the next visit and they are placed on a 6 month probation for Same Day Only list, which means you have to call in the day you know you are able to bring them in for a Well-Check, Sick, any Mental Health, etc, appointments, to see if we have an appointment available for you to be seen.
- After your child has **No Showed three times there is another \$50.00 No Show Fee** that must be paid prior to the next visit and they are permanently placed on a Same Day Only list.
- If your child has **four No Shows, there will be another \$50.00 No Show Fee that must be paid and the provider is made aware of the excessive no shows and you child will be up for possible dismissal.**

Your appointment is reserved exclusively for you and your child. Please be considerate of others. If you miss your appointment or cancel at the last minute this takes away from other patients that need to be seen.

As a courtesy, we make appointment reminder calls and reminder text providing we have accurate information. Again, this is a courtesy so if you should not receive this courtesy call and the appointment is missed the charge will still apply. This requires that you arrive on time for your appointment. If you are late for your appointment, we may not be able to accommodate you, or we may need to reschedule your visit. If you think that you will be late for your appointment, please call us as soon as possible so that we may advise you if we can accommodate or if your appointment needs to be rescheduled.

Patient Name: _____

DOB: _____

Patient Name: _____

DOB: _____

Patient Name: _____

DOB: _____

Patient Name: _____

DOB: _____

Parent's Signature: _____

Date: _____