



## APPOINTMENT POLICY

When it comes to no shows and cancellations, we have three choices:

1. A strict policy
2. Overbooking (leading to long wait times at our office)
3. Charging for no shows

We feel the strict policy is the best fit for our practice, and we are proud of our ability to run on time.

- You may schedule an appointment by calling 417-626-7337. Administrative staff may only schedule routine well exams, follow-up exams, and same day appointments. All chronic care appointment requests must be evaluated by licensed medical personnel prior to scheduling.
- If you call for a same day sick visit for an established patient, our clinical staff will determine how soon the patient needs to be seen. Our policy is to see patients with urgent care needs the same day they call. If the call is received within 1 hour of closing, they may be instructed to go to their nearest emergency room or urgent care facility.
- Patients who arrive on time are seen at their appointment time. Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your child's visit.
- For us to see additional children from a family at the same time as a scheduled visit for one of the children, we require phone notification at least 2 hours prior to the currently scheduled appointment. If the schedule allows, we will add an appointment for the additional child.
- You are requested to call ahead if you are going to be late or are unable to make your appointment time. If you are more than 15 minutes late for a non-urgent visit, the appointment will need to be rescheduled.
- If three appointments are missed without calling ahead to cancel or reschedule, the family will be dismissed from the practice. All open account balances will be due and payable within 30 days of a final statement that will be sent with the dismissal letter.
- If a New Patient appointment is missed without a prior phone call to our office, we will not reschedule any future appointments.
- Hometown Pediatrics reserves the right to discharge families for the following violations:
  1. Not showing for scheduled appointments
  2. Noncompliance with recommended medical treatment
  3. Aggressive behavior or abusive language to office staff or providers