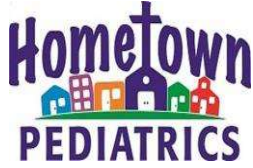


Effective 9/1/2024



APPOINTMENT POLICY

- 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, you may be instructed to go to the nearest emergency room or urgent care facility.
- 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.
- You are requested to call ahead if you are going to be late or are unable to make your scheduled appointment time. If you are more than 15 minutes late for a non-urgent visit, the appointment will need to be rescheduled.
- 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.
- MISSED APPOINTMENTS: If one appointment is missed without calling ahead to cancel or reschedule, the family will be sent notification of the missed appointment with directions to review our appointment policy on our website. If a second appointment is missed, the family will receive a verbal warning that a third missed appointment will result in a \$10 fee having to be paid prior to rescheduling. If there is a fourth missed appointment, a \$20 fee will be applied, and 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 a letter of dismissal. If a New Patient appointment is missed without a prior phone call to our office, we will not reschedule any future appointments.
- Patients who have transferred care to another local primary care provider will not be able to reestablish care with our office. Being happy with your medical home is very important, see our website for details regarding "Are We a Good Fit?".
- 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