



Pediatrics West, PC – No Show Policy

In order for our office to operate effectively and provide the best service for your children and family, Pediatrics West is implementing a No Show Policy effective October 1, 2022. If, for any reason, you are unable to keep your child's appointment, a parent/guardian must contact our office 24 hours before the scheduled appointment time. Pediatrics West will proceed to follow this protocol for No Shows within a 12 month period per family.

- **First Occurrence:** an attempt will be made to call the patient's parent/guardian and remind them of our No Show policy.
- **Second Occurrence:** an attempt will be made to call the patient's parent/guardian and remind them of our No Show Policy. A warning letter will be mailed to the address on file. The family may be dismissed from the Practice. If the patient has Medicaid, you may receive a call from Care Coordination to offer support and/or resources.
- **Third Occurrence:** you will receive a Dismissal Letter from the Practice.
- **Dismissed means:** Pediatrics West will provide illness care only for 45 days. Dismissal will apply to all family members seen by the Practice. It will be the family's responsibility to transfer all medical records to their new provider.

Pediatrics West will not be responsible for inaccurate phone numbers and addresses. It is the parent/guardian's responsibility to keep this information current with our office.

Patient Name

DOB

Parent/Guardian Signature

Today's Date