PEDIATRIX APPOINTMENT CANCELLATION/NO SHOW POLICY

Effective February 6, 2023, any patient who fails to "Show" or cancels/reschedules an appointment and has not contacted the office <u>within at least 2 hours' notice</u> of their scheduled appointment time will be considered a "No Show"

Any Established Patient/Family who "No Shows" will be called by the Office Staff to inform them they were a "No Show", and asked if they would like to reschedule their missed appointment

<u>After the 2nd "No Show", Pediatrix will charge a $35 "No Show Fee" for all "No Shows".</u> Patients will not be able to schedule another appointment until this fee is paid in full

<u>Any Established Patient/Family who has more than 3 "No Shows" in a calendar year</u> will be required to speak to the Manager (or other Pediatrix Supervisors in his absence) prior to scheduling future appointments and may be limited in the number of children they can schedule for Well Checks, Behavior Consults, or Immunization Only appointments on the same day

<u>Any Established Patient/Family with 5 "No Shows" in a calendar year</u> will be discharged from Pediatrix – Discharged Patients/Families will not be readmitted to Pediatrix

<u>Any New Patient/Family who "No Shows" for their first 2 appointments will not be rescheduled</u>, and will be discharged from Pediatrix

As a courtesy, Pediatrix sends Reminder Texts the day before appointments (around 3pm). If you do not receive a Reminder Text, the "No Show Policy" will remain in effect…Please update Pediatrix with the cell phone number you want Reminder Texts sent to

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 Manager, who will evaluate the matter

The best ways to cancel your appointment
Reply to your Reminder Text – This automatically Cancels your appointment
Go to PediatrixMD.com and use the CHAT
Call 602-866-0550, Ext. 0 – Due to call volume, the wait may be long