

All About Kids Pediatrics
No Show / Late Cancel Policy
“Three Strikes and You’re Out”

Patients who do not show up for their appointment without cancelling the office appointment will be considered as **NO SHOW**. Patients who No-Show three (3) or more times in a 24 month period may be dismissed from the practice, thus they will be denied any future appointments.

If you desire the convenience of cancelling appointments in advance, but after business hours, we highly encourage and recommend you to take advantage of our internet portal called MyChart. MyChart enables a caregiver/patient to cancel an appointment through the online application without calling the office.

Our practice firmly believes that good physician/patient relationship is based upon understanding and good communication. Questions about cancellation and no show fees should be directed to the Billing Department at 404-500-6397, or to the Office Manager at 678-646-0404.

Our practice’s policy regarding no shows and late cancellations is as follows:

Strike One: First no show: You will receive a phone call letting you know that you missed a scheduled appointment. If you cancel without required, sufficient notice, you will be informed during the call that insufficient notice was provided. A \$75 fee for well child checkups and \$50 fee for sick visits, or a \$10 fee for nurse visits will be assessed to your account. This fee will be waived as a courtesy IF the caregiver accepts an invitation to join MyChart and activates MyChart registration within 7 days of being notified of the missed appointment. The fee will be removed once confirmation of activation has been received. If the caregiver is already registered to use MyChart, a message will be sent to the caregiver outlining the No Show Policy. The caregiver must then respond to that message acknowledging receipt of the policy, and that they have read and understand the policy. Upon receipt of this acknowledgement, the first no show fee will be waived.

Strike Two: Second no show: The caregiver will receive a letter by mail informing them of the second missed appointment (within the allowed 24 months) and the assessed no show fee. If the caregiver is registered and active on MyChart, a message regarding the missed appointment will also be sent.

Strike Three: Third no show: The caregiver will receive a letter by mail indicating that they have missed a third scheduled appointment within 24 months, and all patients under the caregiver’s account will be dismissed from the practice. All no show fees will still apply.

The Cancellation and No Show fees are the sole responsibility of the caregiver/patient and must be paid in full before the patient’s next appointment will be scheduled.

If multiple siblings are scheduled for back to back appointments, and no show their appointments, back to back scheduling will no longer be allowed. Future appointments must be made separately for each child.

Parent/Guardian Signature _____ Date _____