



NO-SHOW/SAME DAY CANCELLATION POLICY

Our staff works hard to offer you an appointment that is convenient for both you and your child. If circumstances prevent you from keeping your appointment, please call the office at least 24 hours in advance to reschedule.

First No Show or Same Day Cancellation

In the event that you neglect to notify us 24 hours in advance or miss your scheduled appointment, a member of our CCP staff will call to remind you of our no/show last minute cancellation policy and offer you an opportunity to reschedule the missed appointment.

Second No Show or Same Day Cancellation

If you miss or cancel a second scheduled appointment within a 12 month period from the first without proper advance notification, you will receive a letter reminding you of our no-show/same day cancellation guidelines.

Third No Show or Same Day Cancellation

If you miss a third scheduled appointment within that same 12 month timeframe without proper notification to our office, we will call you to discuss whether our practice is the best fit for you and your child. If it is determined that termination from the practice is the best solution to avoid future issues, we will send you a certified termination letter. That letter will notify you that we will continue to see your child for acute conditions for a maximum of 30 days from the date of the **termination letter**. The letter will also include resources to assist you in finding another physician.

No Show or Last Minute Cancellation of an Evening Appointment

If you no-show or cancel an evening appointment at the last minute, we will not be able to offer you another evening appointment for a period of six (6) full months from the date of the no-show or last minute cancellation. The rationale behind this decision is that too many patients desire these convenient evening appointments, and we feel it is unfair to have these appointments go unfilled.

New Patients

It is important as you select the practice that is best for you that you understand our guidelines for no show and last minute cancellations. Should you make an appointment with our practice as a new patient, we will provide you with one opportunity to reschedule. Since we have not yet established a patient-physician relationship with your child, the second no-show or last minute cancellation will result in the decision for

TWO LOCATIONS. ONE GREAT PLACE FOR KIDS.

1740 South Street, Suite 200 Philadelphia, PA 19146

146 Montgomery Avenue, Suite 200, Bala Cynwyd, PA 19004

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you to find another pediatric practice to meet your child's needs. We of course would be happy to provide you with resources upon request.

Please understand that our policy is in place to assure that we maintain a superior standard of care for all of our patients. If your child misses multiple appointments, we cannot provide you with the level of care that we would expect for our children. Additionally, missed appointments prevent us from caring for other children that may need our services at that time.

REVISED: 9/1/14

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