

HEALTHY KIDS PEDIATRICS

Appointment Cancellation and Rescheduling Policy Revised 07/2014

Healthy Kids Pediatrics has instituted the following policies in order that we may better serve our patients.

Please provide at least **24** hours for canceling and rescheduling of appointments so that those that are waiting for an appointment can be scheduled. Cancellations with less than **24** hours' notice will result in a \$15.00 charge.

Failure to cancel will also result in a \$15.00 charge. Healthy Kids Pediatrics always attempts to confirm all appointments several days before the scheduled appointment. If there is no response to our call, we will continue to call until the day of the appointment.

FAILURE TO RESPOND TO OUR CONFIRMATION CALLS COULD RESULT IN GIVING YOUR APPOINTMENT TO ANOTHER PATIENT.

If you need to respond after hours to notify us of a cancellation or to confirm your appointment, please leave a message.

AFTER HOURS CALLS TO A PROVIDER

Effective July 16, 2014 the following changes have been made to this policy

Our telephones are answered from 8:30 a.m. to 12:00 pm and 1:30 pm to 5:00 p.m. Monday through Thursday and Friday 8:30 am to 12:00 pm and 1:30 pm to 3:00 pm. Our employees have been instructed to handle all incoming calls. This allows the providers to attend to their scheduled patients with a minimum amount of interruption. *If you feel you need to speak to a provider during office hours you will be asked to leave a message and your message will be relayed to the provider. It is very possible that the provider will instruct the medical assistant/nurse to respond to your call with their instructions as this may be the fastest way to respond to your inquiry during office hours.*

AFTER HOURS

*If you have a true medical emergency contact emergency services at 911 or go to the nearest emergency room. **DO NOT WASTE VALUABLE TIME WAITING FOR A DOCTOR TO CALL YOU BACK.***

If you do find it necessary to contact the provider after hours regarding your child's health, call the office phone number and follow the prompts for the type of response you would like for your call. If you select to have a provider call you back the system will forward your message to the provider and they will return your call.

THERE IS \$15.00 CHARGE FOR ALL CALLS TO THE PROVIDER AFTER NORMAL BUSINESS HOURS AND WEEKENDS.

Please leave all non-emergency messages on general office voice mail and they will be returned the following business day.

If you choose to contact the on call provider after hours with **for any** situation, there will be a \$15.00 charge for the call. After hours telephone calls from patients or other parties acting on behalf of the patient will be charged as well. Expenses incurred for emergent/non-emergent calls to the provider after hours will not be billed to the insurance company as they may not pay for this service; therefore, these charges are the sole responsibility of the patient.