



Neighbors Pediatrics Practice Policies

****PLEASE PAY CLOSE ATTENTION TO THE GRACE PERIOD TO AVOID ANY DELAYS IN YOUR CARE****

To provide you with high quality health care it is important for you to keep the scheduled appointment with the medical provider. Valuable time has been reserved for you or your family member. By cancelling your appointment as soon as possible, we can help other patients who are waiting to be seen.

It is your responsibility to keep a record of your appointment and to arrive on time. If you need to cancel or reschedule your appointment, please call 24 hours in advance between the hours of 8:00 am and 4:50 pm. For after hour cancellations we have an answering service for your convenience to leave a message.

Late Grace Period: A grace period of 15 minutes will be permitted for unforeseen delays a patient may encounter while travelling to the clinic location for their appointment. If a patient arrives more than 15 minutes late for their appointment, the schedule may not allow us to see you and we may need to reschedule the appointment. Please call us before you are late to see if we will be able to see you or if there is a need to reschedule.

No Show Policy: Patients who cancel appointments with less than 24 hours' notice will be considered a No Show. Every No-Show visit will be recorded in your chart. Multiple No Show appointments within a 1-year period can result in a discontinued relationship between you and your provider. We realize that an emergency may occur, and you may not be able to notify us in a timely manner. Please notify us of emergency within 24 hours after appointment for reconsideration of No Show.

- After One (1) No Show: You will receive a letter informing you of the No Show with a copy of this policy/agreement. You will be able to continue to receive medical services at Neighbors Pediatrics.
- After Two (2) No Shows: You will receive a second letter reminding you that this is your 2nd No Show. You will still be able to receive medical services at Neighbors Pediatrics.
- After Three (3) No Shows: Your Primary Care Physician is notified of your appointment history. He or she will determine if the relationship between you and your provider will continue. If dismissed, you will receive written notification. We agree to see your child for 30 days after notification for Urgent Care visits only.

Referral Policy: Our referrals department will follow up with the specialist office. If the referral is not fulfilled within 6 months, the referral may be closed. Once the referral is closed, an office visit may be required to receive a new referral.

Office Recording Policy: To ensure your privacy and the privacy of other patients during your visits, photography, videography, and/or other audio recordings are strictly forbidden on the premises, unless express permission is otherwise granted by a Team Member of Neighbors Pediatrics.

Thank you for working with us to ensure that services are provided to all our patients in the best possible way.

I have read and acknowledge the Practice Policies.

Print Patient's Name	Patient's Date of Birth:	Today's Date:
Print Parent/Legal Guardian Name:	Parent/Legal Guardian Signature:	