



Effective January 2024

At Pediatric Associates, we are committed to providing the highest level of service to all our parents/patients. In order to ensure the smooth running of our operations and to accommodate as many individuals as possible, we have established the following policy regarding missed appointments.

1. Missed Appointment Fee

Starting from January 2, 2024, a fee of \$50 will be charged for any missed appointments that are not canceled or rescheduled at least 24 hours in advance. This fee will be applied to the client's/patient's account and **must be settled prior to scheduling any future appointments.**

2. Cancellation and Rescheduling

Parents/Patients are encouraged to provide timely notice if they are unable to attend a scheduled appointment. Appointments must be canceled or rescheduled no later than 24 hours before the scheduled appointment time. This allows us to offer the time slot to another client/patient in need of our services. Failure to provide sufficient notice will result in the \$50 missed appointment fee being applied.

3. Notification Process

Parents/Patients can cancel or reschedule appointments by phone by calling 860-589-5230 during business hours or through our secure patient portal. Please note, that our answering service will not take messages regarding canceled appointments. It is the parent's/patient's responsibility to ensure that their cancellation or rescheduling request is confirmed by Pediatric Associates through an acknowledgment message.

4. Exceptions

We understand that emergencies and unexpected circumstances may arise that prevent parents/patients from attending their appointments. In such cases, we encourage clients/patients to notify us as soon as possible. Exceptions to the missed appointment fee may be considered on a case-by-case basis, contingent upon providing appropriate documentation or verification of the emergency or circumstance.

5. Appointment Reminders

Pediatric Associates will continue to send appointment reminders three days prior to the scheduled appointment time, via phone, text and portal messaging. While these reminders are



intended to assist parents/patients in keeping track of their appointments, it remains the parents/patient's responsibility to manage their schedule and notify us promptly of any necessary changes.

6. Rescheduling and Refunds

Parents/Patients who wish to reschedule their appointments can do so without incurring the missed appointment fee, as long as they adhere to the cancellation and rescheduling time frame mentioned above. Parents/Patients who have already paid the \$50 fee for a missed appointment will not be eligible for a refund once the fee has been applied.

7. Fee Payment

Missed appointment fees can be paid by cash or with credit card after the missed appointment occurs. Once the fee is paid, clients/patients can proceed to schedule their next appointment.

By continuing to use our services and scheduling appointments with Pediatric Associates, parents/patients acknowledge and agree to adhere to this Missed Appointment Policy with the associated \$50 fee.

8. Dismissal

Parents/Patients who frequently miss appointments without providing 24 hours-notice will receive a letter of "final notice" followed by a letter of Dismissal from Practice should they continue to miss appointments.

9. Late Arrivals

Parents/Patients are expected to arrive 10 minutes prior to their appointment time to allow for proper check-in procedures. Arriving 15 minutes after the scheduled appointment time may lead to the appointment being rescheduled or to your appointment being deferred until after those patients who arrived on time have been seen.

Thank you for your understanding and cooperation.

Sincerely,

Dr. Clark

Dr. Loomis

Dr. Schiff

Dr. Holland

Dr. Mastrocola