



Pediatric Medical Group's "NO SHOW" Policy

Pediatric Medical Group of Santa Maria is dedicated to providing excellent patient care. Appointments that are missed hinder our ability to provide the highest quality of care possible.

If a patient/parent is unable to keep an appointment; they are asked to contact the office 24 hours prior to the appointment time. If an appointment is not kept, or not cancelled, it will be considered a "NO SHOW".

After 3 "NO SHOW" appointments, on a guarantor's account within a 1-year period, the account will either be charged a \$20 no show fee or considered for dismissal from the practice. Every missed appointment after that will be charged an additional \$20 no show fee. If approved for dismissal from practice the guarantor and **all patients** on the account will be dismissed from Pediatric Medical Group and required to find another primary care physician's office. If dismissed, the insurance carrier will be contacted to have patient reassigned to another PCP's office if necessary.

As a courtesy, electronic appointment reminders will be sent to guarantor. However, if we are unable to make contact, it is still the obligation of the guarantor to keep or cancel the appointment. If patient is late to an appointment and the appointment time has passed, that may be considered a no-show appointment as well. It will be up to the discretion of the provider.

If you do not agree to the no show policy you may contact your insurance carrier and request to have your child assigned to another primary care office.

The intent of this policy is to prevent delays in care and utilize physician's time more efficiently by reducing unused appointment slots, and making those times available to other patients. We appreciate you respecting and adhering to our practice's no-show policy.