

Appointment & No Show Policy Acknowledgement

APPOINTMENTS AND PATIENT RESPONSIBILITIES

In the interest of good healthcare practice, it is desirable to establish an appointment and no show policy to avoid misunderstandings. Our primary responsibility is to help our patients experience good health and we wish to spend our time and energy toward that goal.

- All check-up and consultation appointments are confirmed the day before.
- We ask that you arrive 15 minutes prior to your appointment time, as this will allow staff to check your current information, copy your insurance card and obtain photo identification.
- If for any reason you are unable to keep your appointment, please give us 24 hours notice, so we can provide that time for someone with urgent care needs.

NO SHOW

An appointment is considered a “no show” 15 minutes past the scheduled time. Appointments are confirmed for 15 minutes prior to the scheduled time. Text message reminders are sent to the primary number 5 days before the scheduled appointment, and again 24 hours before the scheduled appointment. If you do not confirm your appointment via the text message, you will receive a phone call reminder.

Patients need to have time to go through the check in process. Therefore, if a patient shows up 15 minutes past the scheduled time, they are actually 30 minutes late.

- Nursing staff will contact the family when the no show involves an illness.
- Reception staff will contact the family when the no show involves a check-up or consultation.
- When a family “no shows” two appointments, the family is sent a policy reminder.
- When a family “no shows” three or more appointments, the family is sent a warning letter.
- If frequent no shows occur, it may result in termination of care for patient and family.
- New families who no show their initial appointment will not be rescheduled, unless there is a valid reason.
- Families who arrive after their scheduled appointment will be seen at the discretion of the physician. If approved, the patient who arrived late will be worked into the physician’s schedule.
- Families who have received a no show letter will be reminded that it is very important they keep their appointments because continual no shows could result in termination from the clinic.

I HAVE READ AND UNDERSTAND THE APPOINTMENT AND NO SHOW POLICY.

Signed by _____

Date _____

Print Name _____

Relationship to patient _____

Patient Name _____

Patient date of birth _____



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