

SILVERLAKE PEDIATRIC CLINIC

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No Shows

What is a "No Show"? Silverlake Pediatric defines a "No Show" as:

- **A patient missing a scheduled appointment without, at a minimum, a twenty-four (24) hour cancellation or rescheduling notice**

What is the impact of a "No Show"?

- **Missing the appointment may jeopardize the health of the "No Show" patient**
- **Missing the appointment denies care to other patients who need to be seen by a provider**
- **Missing the appointment disrupts patient flow and affects other families**

How can I avoid being a "No Show"?

- **Confirm your appointment via the reminder call or text messaging reminders**
- **If you have to cancel or reschedule an appointment provide a twenty-four (24) hour courtesy call OR notify us as soon as you are aware you need to cancel or reschedule**

The twenty-four (24) hour notice allows Silverlake Pediatric Clinic a reasonable amount of time to reschedule the patient's appointment AND allows us to reschedule another patient in the vacant slot.

"Late Shows"

What is a "Late Show"? Silverlake Pediatric Clinic defines a "Late Show" as:

- **A patient arriving fifteen (15) or more minutes after the scheduled appointment**

Every patient is granted a fifteen (15) minute "grace period" for a scheduled appointment. We understand things come up and the patient and/or guardian may have to modify their personal schedule. In those instances when you know you will be late, Silverlake Pediatric Clinic requires a courtesy call to inform the office staff of your tardiness. This will allow us to plan for your expected arrival, manage our complete patient schedule, or in some instances have you reschedule your appointment. If you do not provide Silverlake Pediatric Clinic with a courtesy call, it will be the provider's decision to work you in to be seen or reschedule the appointment.

Consequences

Non-compliance and/or abuse of these policies and procedures may result in your discharge from the practice. Our staff will make conscious efforts to remind no-showed patients of our policy when rescheduling no-showed appointments. Families that accumulate a combined total of four no-shows within a six-month period will be in jeopardy of dismissal from Silverlake Pediatric Clinic. In such event, a certified letter notifying the family of discharge will be sent to the address on file.

NOTE: Robeson Pediatrics will assist with identifying another Pediatric provider. If the discharged patient should have an urgent need within thirty (30) days following such discharge, and if another provider has yet to be identified, Silverlake Pediatric Clinic will make reasonable accommodations by seeing patient during normal Walk In hours until such urgent need is remedied or another provider has been identified. After said thirty (30) days following discharge, Silverlake Pediatric Clinic will not be responsible for ongoing care of discharged patient or patient members within the same family.

I/We the undersigned have read, understand and will adhere to the "No Show" and "Late Show" policies and procedures of Silverlake Pediatric Clinic.