

No Show Policy



We understand that circumstances arise that do not allow you to keep your appointment, but please remember to be courteous to us and our other patients by calling at least **24 hours** prior to your appointment time to cancel if you cannot make it. You may also leave a voicemail or email to cancel your appointment. Often times, the schedule will be full, and other children will have to wait to see the doctor. If missed appointments are avoided, this will allow as many children as possible to be seen. Other offices choose to overbook to make up for this, which can lead to long waiting times when all patients show up for their scheduled appointment. Due to this, we will limit overbooking our time slots, and will count on all parents to ensure their children are here for their appointments. Please call as soon as you know you cannot make your appointment so that we may get another sick child in to see the doctor. Also, please note that arriving more than 15 minutes late will count as a 'no-show', and, while we may still see your child, you will have to wait until there is a break in the schedule to be seen. The decision to see your child at that point will depend upon the time and the schedule for the day. **Missed appointments for referrals will count as a missed appointment as well.** If our staff takes the time to make an appointment for your child, it is expected that this appointment will be kept. If you need to cancel or reschedule referral appointments, please give them the same courtesy you would give our office.

This policy will not affect a majority of the patients of Illini Pediatrics, but must be included to ensure that missed appointments are kept to a minimum. Missed appointments keep sick children from getting the care that they deserve.

FEES: A \$50 charge will be assessed for each missed appointment, per child. An additional \$25 fee will be applied if the appointment was made the same day. This fee will be due prior to scheduling your next appointment. Missed same-day appointments will also discourage us from scheduling same day in the future. Understand that insurance will not cover this for you, regardless of your usual co-pay or deductible, therefore, you will receive a bill. (This includes patients on public aid). Missed referral appointment fees are \$25 to defray the cost of staff time taken to arrange this appointment.

First missed appointment: Your chart will be marked as a 'no show' and the above fees will be applied.

Second missed appointment: The fees stated above will apply, a letter will be mailed to you and placed in your chart. The letter will state that you have missed a second appointment and remind you of the consequences of missing a subsequent appointment.

Third missed appointment: Again, you will receive a letter and fees. This letter will advise you that you will not be allowed to schedule appointments with Illini Pediatrics in the future, and it will advise you of the fee for a missed appointment as delineated above. You will have a 30 day period to find a new physician. We will not perform non-illness care, such as physicals and forms during this time period and other appointments will be at our discretion.

While this may seem extreme to some, realize that this will help ensure that your child can be seen when needed. Most of you will not miss an appointment, so this will not be an issue. If you call and give us the at least the requested 24 hours notice, we can fill your spot with a sick child that may have been denied an appointment. Remember, it may be your child in need an appointment the next time. If you have any questions, please talk to any of the staff, including your doctor.

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