



## No Show Policy

While we understand that circumstance arise that do not allow you to keep your appointment, please remember to be courteous to us and our other patients by calling at least 4 hours prior to your appointment time to cancel if you cannot make it. 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 clinics choose to overbook to make up for this. While this works, it also can lead to long waiting times when all patients show up for their scheduled appointment. Due to this, we will not overbook our time slots, but 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 that 20 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.

This policy will obviously 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 not only hurt our business, but also keep sick children from getting the care that they deserve. Therefore, this policy has been put into place.

**First missed appointment:** One of our staff members will attempt to call you at the number listed in your child's chart and your file will be marked 'No Show' for that date. We understand that everyone forgets once in a while and will use this as a reminder. Due to the number of no-shows we have recently experienced, a \$40 charge will be assessed for and acute visit and a \$75 charge will be assessed for a well child visit.

**Second missed appointment:** Again, someone will attempt to contact you, a letter will be mailed, and a note 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. Along with this you will receive a bill to cover staff time and lost revenue from your appointment time. (\$40 for an acute visit and \$75 for a well child visit). This will be due, at the latest, at the time of your next appointment. Understand that insurance will not cover this for you, regardless of your usual co-pay or deductible.

**Third missed appointment:** Again, someone will attempt to contact you and you will receive a letter. 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. (\$40 for an acute visit and \$75 for a well child visit). You will have a 30 day period to find a new physician, and Illini Pediatrics will see you for illness or other concerns during that time (but will not perform non-illness care, such as physicals).

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. Missed appointments cost us all time and money. If you have any questions, please talk to any of the staff, including your doctor.

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