



**northside  
pediatrics**

### Missed Appointment/No Show Policy

Northside Pediatrics monitors missed appointments and late cancellations. Our goal is to provide excellent care to every patient in a timely manner. If you need to cancel or reschedule an appointment, please call at least 2 hours before the scheduled appointment. Any other cancellations will be documented as a no show.

If a patient arrives more than 15 minutes late to his/her scheduled, we reserve the right to reschedule the appointment and this may be considered a no show.

If a patient/family has incurred 2 documented no shows in one year, a warning letter will be mailed to the address on file. In the instance an additional missed appointment occurs, the patient/family may be subject to dismissal. An official "Termination Letter" and "Release of Records" form will be mailed to you. We will treat the patient being dismissed for emergent appointments only for 30 days while transferring to a new physician. We will not schedule any preventative appointments during this 30 day period.