



## Livermore/Pleasanton Pediatrics Group

Infants • Children • Young Adults

### LPP Appointment "No-Show" Policy

#### **POLICY:**

This policy will be prominently displayed in each office, given out with new-patient paperwork, and displayed on the website.

**All insured and non-insured** patients will be charged a \$30.00 "no-show" fee on any missed appointments. Dismissal from the practice may result after multiple no-shows.

Cancellations are requested within 24 hours when possible.

#### **PURPOSE:**

LPP would like to improve scheduling opportunities and encourage patients to call and cancel their appointments in a reasonable amount of time (24-hours when possible), which would allow for better use of patient, staff and physician time.

- ❖ **1<sup>st</sup> No-Show** – the patient will receive a letter informing them they missed their appointment without notifying the practice, which will result in a \$30.00 fee.
- ❖ **2<sup>nd</sup> No-Show** – the patient will receive a letter informing them that they have now missed two (2) appointments without notifying the office and they will be charged a \$30.00 fee.
- ❖ **3<sup>rd</sup> No-Show** – the patient will receive a certified letter informing them that their account has been flagged as habitual no shows and that another no-show may result in dismissal from the practice. They will again be charged a \$30.00 fee.
- ❖ **Patients who No-Show Physical Appointments,** will be charged a \$40.00 fee.
- ❖ **Patients who No-Show Consultation Appointments,** will be charged a \$50.00 fee.
- ❖ **Patients who No-Show a Double Appointment,** (bringing in two children at the same time), will be restricted from scheduling double appointments in the future. A note will be entered into the Practice Management System. A no-show fee will be charged for each patient scheduled.