

# McKenzie Pediatrics, P.C.

## Tardiness, Missed Appointment & Termination Policies

Updated June 2012

At McKenzie Pediatrics, we allot just over twenty appointment slots each day for well-care, consults, and ill visits. Well-care and consult spots are thirty minutes in length, ill visits ten to twenty. Missed appointments deprive another parent/child of the opportunity to be seen that day in the clinic, therefore it is out of consideration not only for the physician's time but also for other parents that we be notified as much in advance as possible of appointments that cannot be kept.

Parents are also asked to check-in AT LEAST 15 MINUTES prior to an appointment. This allows for collection of insurance information and co-pay, and time for the nurse to check-in the child, a process which may include weight and height measurement, blood pressure measurement, and vision assessment.

We strive to stay on schedule so to minimize your wait, and the wait time of the parents and children whose appointments follow you. Disregard of this 15-minute policy (or 30 minutes, before the pre-teen and adolescent well-check visits) is inconsiderate to other parents and children, and may result in a shortening of your child's appointment time, or being asked to reschedule.

### Missed Appointment ("No-Show") Policies:

1. Patients will be permitted one invalid or uncommunicated missed appointment without penalty. The date of the missed appointment will be recorded on the front of the child's chart.
2. Upon the second invalid or uncommunicated missed appointment, a WARNING LETTER will be sent to the parent or caregiver informing them of the consequence of termination from the medical practice upon a third unexplained or uncommunicated missed appointment.
3. Missed appointments can be struck from the record for valid reasons, including but not limited to: death in family, emergent medical treatment for parent or caregiver, or parent/caregiver called in unexpectedly to work. Unexpected transportation barriers, such as the vehicle that won't start, will be considered a valid reason for a missed appointment, *so long as the office is contacted immediately to cancel the appointment.*
4. *Uncommunicated* missed appointments will NOT be struck from the record for invalid reasons including but not limited to: over-sleeping, difficulty getting off work, and difficulty obtaining child from school or another caregiver. It is the parent/caregiver's responsibility to allot and assure adequate time to keep appointments. *Uncommunicated* transportation barriers also will NOT be struck from the record.
5. Patients arriving AT the appointment time, or INTO the appointment, will likely be asked to reschedule. Such tardiness will be counted as a missed appointment.

### Termination Policies:

1. A patient may be terminated/dismissed from our practice for the following reasons:
  - a. When the parent/caregiver (or patient himself or herself) is dangerous, threatening, or abusive (including swearing at staff)
  - b. When the parent/caregiver (or patient himself or herself) fraudulently solicits or uses controlled substances

- c. When the parent/caregiver files a lawsuit against McKenzie Pediatrics, P.C. or one of its providers, or threatens to do so.
  - d. When the parent/caregiver (or patient himself or herself) refuses to follow recommended medical treatment, or threatens to leave the practice when unwanted medical advice is repeatedly offered.
  - e. When the parent/caregiver has missed **THREE** appointments without valid explanation, or communication
  - f. When the parent/caregiver repeatedly fails to pay bills or respond to at least three consecutive billing statements. Submission of the parent/caregiver to collections will not occur unless and until *three statements are unanswered*. Dismissal will be at the physician's discretion; the parent/caregiver may be given the option of paying the bill in full in order to resume the children's medical care.
2. Upon termination/dismissal, McKenzie Pediatrics will provide **EMERGENCY CARE** for a period of **THIRTY DAYS**, in order that the parent/caregiver may establish medical care for the children at another medical clinic. Emergency care does not include well-care, or simple illness evaluations.

Any questions regarding these policies are urged to be directed to our office manager, at 541.726.4100. Thank you for reading.

Drs. Todd Huffman & Naoko Hokari