

GRANDVILLE PEDIATRICS

CANCELLATION, NO SHOW, AND LATE ARRIVAL POLICY

Grandville Pediatrics strives to accommodate as many same day appointments as possible in order to provide the best possible care to all of our patients. It is our policy to ask the patient to **arrive 10 minutes** prior to their scheduled appointment.

If you need to cancel an appointment, please provide 24hrs notice or as much notice as possible to allow us the time to serve another patient. If sufficient notice is not provided it could be considered a “no show”. If you are running late for your child’s visit, we ask that you call our office when able to notify us of the delay. The following summarizes our policies:

- **Late Arrivals:**

- A late arrival is 15 minutes or greater from the appointment time
- Arriving late may cause the appointment to be rescheduled to a later date and time to accommodate other patients on the schedule who arrived on time
- Repeat offenders may be discharged from the practice

- **Cancellations:**

- Notification of cancelling an appointment must be given within 24 hours or as much of an advanced notice as possible.

- **Additional Children:**

- Parents must call Grandville Pediatrics prior to showing up to the appointment when adding additional children to an already scheduled appointment

- **No Shows:**

- You will be charged a \$40.00 No Show fee per patient per appointment if not cancelled within 24 hours of your appointment time.

If an emergency arises please call our office as soon as possible to let us know you will be unable to make your scheduled appointment time. Grandville Pediatrics reserves the right to discharge a family from the practice if there are **3 or more** No Shows in a one year time period.