

GRANDVILLE PEDIATRICS

LATE ARRIVAL, CANCELLATION AND NO SHOW POLICY

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

- **Late Arrivals:**
 - A late arrival is 15 minutes or greater from the appointment time
 - The provider will determine if the patient can be seen or if the appointment will need to be rescheduled
- **Cancellations:**
 - Please provide 24 hours notice when cancelling an appointment. In the case of an emergency, please give as much notice as possible.
- **Additional Children:**
 - Parents must call the office prior to an appointment in order to add children to an already scheduled appointment
- **No Shows:**
 - There is a \$40 no show fee per patient for all missed appointments. Grandville Pediatrics reserves the right to discharge a family from the practice if there are **3 or more** no shows in a one year period.