



## Scheduled Appointment Policy

We have developed this no-show and on-time appointment policy to best meet the needs of our patients and their families. We welcome your feedback and will make updates to this policy as needed.

At Performance Pediatrics we pride ourselves on keeping our appointment schedule on time. One of the ways we do this is by giving each patient ample time to visit with Rebecca and Dr. McAllister. All urgent-care patients are given a full 15 minutes and routine visits are 45 minutes. Patients with special needs are scheduled for more time if Dr. McAllister thinks it is necessary. Appointments are designed so that the patient receives the provider's undivided attention for the entire appointment.

It is often impossible to predict what a day will bring at a busy pediatric practice like Performance Pediatrics. A sudden outbreak of stomach flu or an emergency at Jordan Hospital throws our well-planned schedule into chaos. On the rare occasion that we have to cancel an appointment, we will inform you and reschedule the appointment as soon as possible.

Unpredictable traffic jams or a toddler who throws a tantrum will often cause our patients to be late or miss the appointment all together. We understand that sometimes being late is unavoidable and usually a quick phone call to the office explaining your tardiness or last-minute cancelation is sufficient.

Families, who do not show, are consistently late or often make cancellations with less than 48-hours notice, are a significant problem for our practice. These families will be asked to find a new provider.

When a patient arrives late for an appointment, if the schedule allows, we will see the patient. If there isn't any flexibility in that day's schedule, the patient will either be asked to wait if it is for urgent care or to reschedule if it is for routine care.