



high desert
pediatrics

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Policy Change For Missed Appointment, Late Appointment, and Walk-In Visits

-- Effective 1/1/2020 --

First a word of thanks to our families who are consistently on time or early for their appointments. You are the majority. We very much appreciate your punctuality and this policy change is directly aimed at addressing your concerns regarding access to appointments and long wait times.

Unfortunately, there are a small number of families who are habitually late for their appointment or miss their appointments completely. This causes disruption in the schedule and unfairly causes delays for the families who are on time. In addition, when families repeatedly schedule appointments then fail to show up for them, it unfairly prevents others from accessing our services.

As parents ourselves, we are sympathetic to the difficulties of staying on schedule. We have tried to show flexibility regarding late and missed appointment and by accepting walk-in visits. However, it is apparent that that flexibility has had the result of effectively penalizing those who are punctual and rewarding those who are not.

We have changed our policy (effective January 1, 2020) regarding missed and late appointment.

- 1) Late arrivals will be considered missed appointments. If you are not checked in at the time of your appointment, it is considered a missed appointment and you will need to reschedule. Please arrive a few minutes early to allow for check-in.
- 2) Calling ahead that you will be late will also be considered a missed appointment. We appreciate the call because that may allow access for someone else.
- 3) If you anticipate cancellation, please call by **noon** of the prior business day whenever possible. Timely cancellations will not be considered missed appointment.
- 4) If you schedule multiple children for back-to-back appointments, please arrive on time for the first child's appointment. If you are late for one, you are late for all and they will be counted as missed appointments.
- 5) Missed appointments will be counted per family and not per patient.
- 6) We are implementing a "three strikes" rule. If there are an excessive number of missed appointments, we will no longer schedule appointments for your family.



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