

Raybon Pediatrics
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No show / late arrival policy

To maximize the time your physician spends with you and minimize your wait time, we have instituted a No-Show and Late Arrival Policies as follows:

No-show policy

Effective January 1, 2019, we will implement a "no-show" policy which will affect all patients who do not keep their scheduled appointment or who cancel an appointment with less than a 24-hour notice.

First occurrence - Patient/parent will receive a letter advising of our policy.

Second occurrence - Patient/parent will receive a 2nd letter and a \$25.00 no show fee assessment that is patient-responsibility. This fee must be paid prior to the next actual appointment and is non-negotiable.

Third and subsequent occurrences - May result in dismissal from practice and additional \$25 no show fee.

If a **new patient** is a no-show for their first appointment, they will be allowed to make a second appointment. However, if they miss the second appointment, they (and siblings) will be discharged from the practice.

Late arrival policy

Established patients arriving more than 15 minutes late for a scheduled well visit appointment will be rescheduled for another day.

Established patients arriving more than 10 minutes late for a same day sick appointment will be worked in and seen as soon as the schedule allows.

New patients arriving at or after their appointment time for a scheduled well visit or office visit appointment will be rescheduled for another day. (Must come in 15-20 min early to complete new-patient paperwork)