



Appointment Policies

All visits must be BY APPOINTMENT. If you “walk in” without an appointment, you will have to wait until the first available appointment slot unless we determine that immediate attention is needed.

CCP No Show Policy

Our staff works hard to offer you an appointment that is convenient for both you and your child. If circumstances prevent you from keeping your appointment, please call the office at least 24 hours in advance to reschedule your appointment.

- 1) In the event that you neglect to notify us and miss your scheduled appointment, the staff will call to remind you of our cancellation policy and offer you an opportunity to reschedule.
- 2) If you miss a second scheduled appointment within a 12 month period from the first time, and do not notify the office as requested, you will receive a letter reminding you of our no-show/cancellation policy.
- 3) If you miss a third scheduled appointment within that same 12 month time frame without proper notification, we will call you to determine whether our practice is the best fit for you and your child. If it is determined that termination from the practice is the best solution to avoid future issues, we will send you a certified letter. In that letter we will notify you that we will continue to serve your child for acute conditions for a maximum of 30 days from the date of the termination letter. The letter will also include some resources to assist you in finding another physician.

Please understand that our policy is in place to assure that we maintain a superior standard of care for all of our patients. If your child misses multiple appointments, we cannot provide you with the level of care that we would expect for our own children. In addition, unexpected

missed appointments prevent us from caring for other children that may need our services at that time.

CCP Policy for Late Patients

In order to provide the best service to you and your child we have put in place the following late policy:

All patients are expected to arrive at the office a few minutes prior to their scheduled appointment time. In the event that you are late for your appointment, we will try to accommodate you during the same session if your doctor's schedule has an opening. This may, however, require that you wait until all the patients with scheduled appointments have been seen. You may also need to see an alternative provider if your doctor does not have an opening in the schedule.

If we cannot accommodate you into the schedule, we will ask that you reschedule for a time that is convenient for you and your child.

CCP Policy for Early Patients

We appreciate your diligence in arriving to your appointment early. Traditionally, patients are seen in the order of their scheduled appointment times, rather than on their time of arrival. In the event that you are more than 20 minutes early for your appointment, we will try to accommodate you as soon as possible. In the spirit of fairness please be aware, however, that patients who are scheduled before you and who arrive on time for their scheduled appointment, will be seen first, even if they arrive after you.

Please understand that multiple providers may be working at the same time. Patients will be taken back according to their provider's schedule. Thus, if patients are seeing different providers, it may appear that later arriving patients are being taken back ahead of earlier arrivers.