



**NORTHWESTERN
CHILDREN'S PRACTICE**

Cancellation and No Show Policy

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting onto our schedule.

A "no show" is someone who misses an appointment without canceling it within a 24-hour working day in advance. No-shows inconvenience those individuals who need access to medical care in a timely manner.

As a courtesy, and to help patients remember their scheduled appointment, we attempt to send you a text or phone call in advance of the appointment time. Technology doesn't always work how we would like, and for this reason, this cannot be used as the sole reminder for your child(ren)'s appointment. Please make sure you have MyChart access. You will also receive email reminders of appointments.

Please provide our office with 24-hour notice to change or cancel an appointment. Patients who do not attend a scheduled appointment or do not provide 24-hour notice to change a scheduled appointment may be responsible for a \$50.00 service charge per child. This charge cannot be billed to insurance and must be paid on or before the next scheduled appointment. Alternatively, we can charge the credit card on file as well.

_____ Yes, please charge my credit card on file.

_____ No, do not charge my credit card on file. I will send in payment.

I understand that the \$50 fee needs to be paid before my child's next routine checkup.

Patient's Name & Date of Birth

Parent Signature

____/____/____

Today's Date

To OPT IN FOR UPCOMING APPOINTMENT REMINDERS TEXT NWCP TO 622622