

## Memphis Children's Clinic Missed Appointment Policy

Repeated missed appointments and last-minute cancellations can adversely affect availability of appointments for other patients in need of care. To improved access to care for all our patients, we have established the following policy:

1. Appointment Confirmation: Please answer calls from our office to confirm your appointment. We typically call the day before your appointment to ensure no changes need to be made. Please also feel free to use your patient portal (once it is set up) to respond to missed calls.
2. Cancellation Notice: If you need to reschedule or cancel your appointment, please notify our office at least one day in advance, so that we may offer this appointment slot to other patients in need of care. Appointments that are canceled or rescheduled with less than 24 hours' notice are considered "Late Cancellations" and may count toward Missed Appointments.
3. Missed Appointment = An appointment that is missed with no prior notification of cancellation or rescheduling. The below is based on a rolling 12-month time period.
  - a. First missed appointment: Verbal reminder regarding our policy. We will contact you via phone numbers we have on file and will leave a voicemail if available.
  - b. Second missed appointment: A phone call will be repeated, and a letter will be sent to the address on file.
  - c. Third missed appointment: If a patient misses three appointments without providing proper advance notice,
    - i. their eligibility to receive medical care at Memphis Children's Clinic will be terminated.
    - ii. a dismissal letter from the practice will be sent.
    - iii. all siblings in the family will be dismissed.
4. Double and Triple Checkups: We accommodate double and triple checkups as a convenience to our families with multiple children. In addition to the policy above, if a family misses a double or triple checkup, only single checkups will be scheduled for a period of 12 months after that date.
5. Exceptional Circumstances: We understand that unexpected situations arise, such as emergencies or other unpredictable events. If you encounter exceptional circumstances that prevent you from canceling or rescheduling an appointment with at least one day's notice, please contact our office as soon as possible. Our office management will consider each case individually to determine the appropriate course of action.
6. Patient reinstatement:
  - a. For patients who are dismissed from the practice due to repeated missed appointments, reinstatement will be considered on a case-by-case basis after 12 months.
  - b. Any patient/ family who is dismissed twice will not be considered for reinstatement.

I have read and understand the above Missed Appointment policy.

Parent/ Guardian signature: \_\_\_\_\_ Date: \_\_\_\_\_