

## CANCELLATION/NO SHOW POLICY

Hillsboro Pediatric Clinic LLC



### PATIENT INFORMATION

Last Name:	First:	Middle:	<input type="checkbox"/> Male	Birth Date:
			<input type="checkbox"/> Female	

Hillsboro Pediatric Clinic (HPC), its providers and staff, are committed to providing your child - and all of our patients - with exceptional care. When you chose HPC, you made us a partner in your child's healthcare. To be a productive partner, we need to carefully manage our time to make ourselves available to our patients as we are needed. In order to achieve this, we must make sure that our patients fulfill their appointment commitments.

We understand that sometimes things happen that prevent us from doing what we had planned. When a patient's plan changes and they cancel without giving us enough notice, we cannot use that appointment for another patient to be seen. We put the following policies into place for this reason.

#### General Cancelling/Rescheduling Guidelines:

Call us at 503-640-2757 at least 24 hours before your scheduled appointment to notify tell us of any changes or cancellations. Failure to give at least one hours' notice of rescheduling or cancelling an appointment will be considered a no show appointment.

- **Cancelled Appointment:** Call the clinic with **more than 24 hours' notice** of scheduled appointment. (*For Example: To cancel a Monday appointment, please call our office by Saturday at 11:00 am.*)
- **Late Cancellation:** Call the clinic to cancel or reschedule the appointment with **less than 24 hours' notice**. (Late cancellation will still apply even if the appointment is rescheduled for same day or next day)
- **No Show:** Not coming to a scheduled appointment or calling less than an hour before the appointment to cancel or reschedule.

#### Warning Letters:

First and Second warning letters will be mailed when all the children in the family have a combined total of 2 and 3 No Shows, or 3 and 4 Late Cancellation appointments.

**NOTE:** Evening appointments are usually reserved for sick or injury visits; however, there are times when we are able to schedule limited routine visits in the evenings. There are not enough routine evening appointments for everyone who wants one. If your child is scheduled for a routine visit in the evening and No Shows, your child(ren) may not be able to have routine visits in the evening in the future. If this happens, we will tell you. Your child(ren) will still be able to have appointments for sick or injury visits in the evening.

#### Termination of Care Letter:

If No show or late cancellation behavior continues after the warning letters, you may be asked to find a new primary care provider.

Please feel free to call us at any time if there are problems that make it difficult for you to keep your child's appointments. Our Care Coordinators may be able to direct you to resources that can help.

Thank you for partnering with us!

\_\_\_\_\_  
Responsible Party Full Name

\_\_\_\_\_  
Signature of Parent/Legal Guardian

\_\_\_\_\_  
Date