

No-Show Policy

Healthy Steps Pediatrics has an average of **200 visits per month** that patients do not cancel or show for, despite putting in place phone and email appointment reminders. It is so important to our office that your children be cared for in a timely manner and the appointments not kept are disruptive to our schedule and take away from our goal to see all sick patients the same day. For this reason, **effective October 1, 2017, we are instituting a \$35 fee for ALL appointments that are not cancelled within 24 hours or the patient does not show for.** This fee will have to be paid prior to re-scheduling the missed appointment. We appreciate your trust in us, your understanding of the policy, and your cooperation as we institute these changes for the betterment of everyone's time.

Thank you,