



## No-Show and Cancellation Policy

At Upper Valley Pediatrics, we value your time and strive to provide timely care to all of our patients. Missed appointments and late cancellations limit our ability to care for other children in need. To ensure fair access to appointments, we have established the following policy.

### Definitions

- **No-Show:** Failure to arrive for a scheduled appointment without prior notice.
- **Same-Day Cancellation:** Cancelling or attempting to reschedule an appointment on the day of the scheduled visit, regardless of the reason.

### Fees

- **No-show and same-day cancelled appointments will be charged at 60% of the scheduled visit charge.**
- These charges are the responsibility of the parent/guardian and are not billed to insurance.
- Fees will **only be removed** if documented evidence is provided showing the appointment was cancelled **prior to the day of the appointment** (e.g., phone call record or portal message).
- Calls made on the day of the appointment to cancel or reschedule will still be considered a same-day cancellation and are subject to the fee.

### Repeated Missed Appointments

- If a patient **no-shows or same-day cancels three (3) appointments within a six (6) month period**, the account will be **flagged**.
- Once flagged, **all future appointments must be confirmed** by the family.

### Appointment Confirmation Requirement (Flagged Accounts)

- Families with flagged accounts must **call the office or send a patient portal message** to confirm their child's appointment.
- Confirmation must be received **no later than 8:00 AM on the day of the appointment**.
- Appointments that are not confirmed as required may be cancelled by the office.

### Acknowledgment

By scheduling an appointment with Upper Valley Pediatrics, you acknowledge and agree to this No-Show and Missed Appointment Policy.