

Dear Parents,

Due to the increasing number of patients missing their appointments, beginning January 1, 2016 our "Missed Appointment/No Show" Policy is as follows:

*There is a \$30 fee for each missed appointment, for each child, if not canceled at least 24 hours in advance.*

We are sending electronic reminder messages 3 days and 1 day before your appointments, which you can confirm or cancel conveniently with your computer or Smart-phone. (Make sure we have your e-mail address or mobile number on file.)

*Please note that we will not schedule routine/well visit appointments for your child until your account is paid in full. This includes all unpaid "No Show" fees. (We will, however, continue to make urgent appointments for your children if they are ill or injured.)*

*We thank you for your understanding and cooperation.*