



Appointment Policy



Garden Pediatrics works to ensure a smooth visit experience for each of our patient families. When you, you can expect a rapid check-in process, minimal wait times for an exam room, adequate time with your provider and an efficient checkout process. Performing this consistently for every patient, every time, is important to us. As needed, we will make adjustments to our policy to ensure we can achieve this goal to each of our families.

The appointment time we save for your child is held for them. Please arrive 15 minutes prior to your appointment time. If you are not here at that time, we may have to reschedule your appointment. This ensures you the best opportunity for you to be satisfied with the entire visit experience and for measurements, tests, and vitals to be done so that your child is ready to be seen at their appointment time.

To accomplish this experience, the appointment check-in process is critical and is as follows:

- Arrive 15 minutes prior to your appointment time if your visit is for one patient, 20 minutes prior to your appointment time for 2 children, and 30 minutes prior to your appointment time for 3 or more children
- **Bring your insurance card and ID card to the window when you check in**
- **Be ready to pay your copay at time of visit. If your insurance is not valid, it is necessary that you pay for your visit prior to being seen.**
- **If you're running late, call. We'll do everything we can to fit you in, but we may need to reschedule your appointment.**

If you know in advance that you will be late, please contact the front desk and we will attempt to reschedule you for the same day, when another appointment time is available. If another time is not available on the same day, the team will work to offer an appointment on a different day.

No-show fees and cancellation fees will apply to all visits, as applicable. A no-show fee is incurred where no notice is provided for not being able to arrive at an appointment and/or patient families arrive without correct insurance information. Cancellations occurring within 24 hours of appointment time will incur a cancellation fee. The current no-show fee is \$100 and current cancellation fee for cancellations inside of 24 hours is \$100. All fees are subject to change without notice. A credit card will be collected at time of scheduling all appointments to hold on file for the instance that no-show fees or cancellation fees need to be charged.

Please note, your scheduled appointment will not be confirmed on our schedule until the Phreesia registration/check in process has been completed.

Thank you in advance for your cooperation and for choosing Garden Pediatrics to serve your family.

Responsible party member's name (please print)

Relationship

Responsible party member's signature

Date

