

No Show / Cancellation Policy

We are committed to providing you and your children with the best possible care and have found it necessary to develop a No Show / Cancellation Policy. Many times, parents or patients do not call and cancel scheduled appointments – they just “no show”. This fills our schedule and makes it difficult to see our urgently sick children on a timely basis.

Each day we have at least one physician who is available for same day urgent sick appointments. Our phones are open from 7:30 a.m. to 5:30 p.m.. All appointments must be scheduled by phone. Please do not walk-in. We can always work in an extra patient provided we have some notice. If you choose to walk-in you will be scheduled at the next available appointment. Depending on the day and time, this may result in a significant wait.

No show visits are tracked, and your health plan will be notified if you continually no show.

Three unexcused no-show visits in a calendar year are grounds for dismissal from our practice.

We understand how busy life can get and the fact that schedules can change at a moment's notice. We request cancellations 24 hours in advance of your scheduled appointment. The purpose of this policy is to reduce the number of unused appointments and make sure our physicians are available for children when needed.

For information on how to contact the office after hours – please ask us how to sign up for our secure patient portal.

Thank you for your understanding and assistance.

Reshmi Basu, M.D.
Angela Dangvu, M.D.
Carlos Martinez, M.D.

Dawn L. Bruner, M.D.
Norah Gutrecht, M.D.
Priya Mody, M.D.

Michael W. Cater, M.D.
Daniel Mackey, M.D.
Marisa Turner, M.D.

9/2018

*Board Certified
Fellows of the American Academy of Pediatrics*