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Cancellation/No Show Policy

Canceled Appointments and Late Arrivals

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call or cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise when another patient fails to cancel and we are unable to schedule you for a visit when you may need one.

If a well visit is not cancelled at least 24 hours in advance or a sick visit at least one hour in advance, you will be charged a fifty (\$50) no-show fee; this will not be covered by your insurance company.

We understand that delays can happen; however, we must try to keep the other patients and doctors on time.

If a patient is 10 minutes past their scheduled time, we may need to reschedule the appointment and charge a no-show fee.

Electronic Communication Policy

“Electronic communication” means unsecured e-mail or text messaging with patients outside of a patient portal.

The following policies and limitations apply to the use of ABC Pediatrics’ electronic communication:

1. Electronic communication is not for emergency purposes. If you are having an emergency, dial 911 or go to your local hospital.
2. Correspondence via electronic communication is supplemental to physician/patient encounters. ABC Pediatrics, Ltd. will not provide electronic communication-based diagnosis and treatment.
3. Sensitive subject matter, such as HIV/AIDS, STDs, mental health, behavioral health, drug treatment, or genetic testing information, cannot be discussed through electronic communication.
4. Communications sent via electronic communication must be courteous, respectful, appropriate, fact-based and truthful.

Conditions of Participation

Electronic communication with ABC Pediatrics, Ltd. is restricted to the patient(s). This type of communication is optional, and we reserve the right to suspend or terminate it at any time. If the practice suspends access, you will still have access to copies of your medical record and other health information upon request.

The patient acknowledges that he/she agrees to comply with the ABC Pediatrics’ Electronic Communication Policy outlined above.

The patient also acknowledges and understands that any information conveyed using unsecured electronic communication is not protected and may be viewable in the public domain.