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## Appointment Policy

Our office has certain guidelines that we feel are essential to the successful and continued treatment of your child(ren). We look forward to providing years of healthcare for your child(ren) and encourage your cooperation and support.

When you cannot make your scheduled appointment, we ask for a minimum of 48 hours' notice to cancel or reschedule any appointment.

We ask for **at least** this much notice so that we have time to offer the appointment time to another family. We understand that unforeseen things happen and ask that you still call us as soon as possible so that we may consider the circumstances. You can always call when our office is closed and leave us a voicemail or email [info@kidsclinicmail.com](mailto:info@kidsclinicmail.com) to let us know you won't make it.

If you schedule 2 children together for their well visits and then do not show or do not give a minimum of 48 hours' notice to cancel or reschedule, the provider may decide that two children cannot be scheduled together for their well visits in the future. Each child on the schedule counts as one appointment. If you book two children together and do not make it to the appointment on time or give adequate cancellation notice, it will count as two missed appointments.

*If you fail to show for an appointment\* or provide less than 48 hours' notice to cancel or reschedule, there is a potential fee of \$50 for each appointment. Upon the 4<sup>th</sup> appointment (missed or less than 48 hours notice) within two years, it will result in dismissal after provider review.*

*\*Circumcision missed or late cancellation fee is \$150.*

Once a missed/late canceled appointment reaches the 2-year mark, it is removed from the total. We reserve the right to make exceptions at our discretion. Like any other balance, the scheduling of future appointments may be affected if fees are unpaid.

**Arrival Time/Running Late:** Please arrive at the time provided by the staff member making your appointment, typically 10 minutes before the appointment time. We strive to see each child as close to the appointed times as possible. However, due to the nature of our clientele, there may be times that will require you to wait a short while. We ask for your patience during these times, and know that we want to give the best care to everyone. Because of this, we ask that if you are running late, contact our office.

Please be aware that if you are more than 15 minutes late, you may be asked to reschedule, which may incur a late cancellation fee.

**Being seen without a scheduled appointment:** We ask that you please call our office prior to needing to be seen. For those emergent times that it may not be possible to call ahead of time, we will do our best to accommodate you. We may need to refer you to the nearest emergency room or urgent care if necessary.

**Can't make it to an appointment with your child(ren):** We ask that a legal guardian accompany the child to all appointments. However, we know this is not always possible, and we ask that you complete a Permission to Treat form. We have a Permission to Treat form that is valid for one year. The form is available on our website, [kidsclinicspokane.com](http://kidsclinicspokane.com), under the Forms tab.