



# Peds and Parents Family Care, LLC

124 Andrews Way, Suite B  
Saint Marys, GA 31548



## Peds & Parents Family Care, LLC (PPFC) Missed Appointment Policy

### Introduction:

Peds & Parents Family Care, LLC (PPFC) values your time and ours. We strive to provide efficient and high-quality care to all our patients. Missed appointments can disrupt this important process and impact other patients' access to timely care.

### Policy:

- **Notification:** Patients are expected to notify PPFC at least **48 hours in advance** if they need to cancel or reschedule their appointment. This timeframe allows us to offer the appointment slot to another patient in need.
- **Consequences of Missed Appointments:**
  - **First Missed Appointment:** A gentle reminder about the importance of keeping appointments will be provided.
  - **Second Missed Appointment:** A **\$20 administrative fee** will be charged to the patient's account. This is due to the administrative time and effort associated with managing the missed appointment and potentially rescheduling.
  - **Third Missed Appointment:** A **\$40 administrative fee** will be charged, and the patient may be required to **pre-pay for future appointments**. This ensures the practice is compensated for the reserved time and resources.
  - **Repeated Missed Appointments:** PPFC reserves the right to dismiss patients who demonstrate a repeated pattern of missed appointments without prior notice. This is a last resort after attempts to understand and address the reasons for missed appointments.

### Exceptions:

- We understand that unforeseen circumstances may arise. PPFC will consider waiving or reducing fees for missed appointments on a case-by-case basis due to emergencies, documented illnesses, or other extenuating factors. Patients are encouraged to **communicate promptly** and explain the reason for missing the appointment.

### Communication:

- This policy will be prominently displayed in the waiting room, on our website, and in our patient intake forms.
- New and existing patients will be informed of this policy during registration.
- Appointment reminders will be sent via **phone call and text message**, along with the option to receive them through email upon patient preference.

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Main Fax: 912-576-3938  
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**Goal:**

We aim to minimize missed appointments and ensure efficient use of our resources while prioritizing quality care for all our patients. We encourage open communication and appreciate your cooperation in adhering to this policy.

**Effective Date:**

This policy is effective **Wednesday, March 6, 2024**.

**Additional Notes:**

- This policy has been adjusted to reflect a **longer notification period (48 hours)** than the previous draft, considering that PPFC is a larger practice with potentially higher patient volume.
- The **fee structure** has been modified to **start at a lower amount (\$20) and increase for subsequent offenses (\$40)**, aiming for a balanced approach that addresses administrative costs while considering potential financial hardships for patients.
- The policy emphasizes the importance of **patient communication** to understand the reasons for missed appointments and explore ways to improve adherence to scheduled appointments.
- It is crucial to consult with legal counsel to ensure the policy complies with all applicable laws and regulations, including **fair billing practices** and **ethical patient treatment**.

Policy Revised on Wednesday, March 6, 2024