



## Appointment cancellation/no-show policy

Thank you for trusting your medical care to Alger Pediatrics. As a patient-first medical home, we set aside enough time to provide each patient with the highest quality care. Should you need to reschedule or cancel an appointment, please contact our office as soon as possible and no later than 24 hours prior to your scheduled appointment, as a courtesy to our providers and to other patients on our waiting list.

Please review our appointment cancellation/no-show policy as outlined below:

- Any established patient who fails to show or cancels an appointment without providing **at least 24 hours notice** will be considered a no-show.
- If a family should obtain three no-shows within a 12-month period, the family will be dismissed from Alger Pediatrics.
- Should an appointment with our dietitians be missed, the patient will be charged a \$52 fee. This fee will be charged directly to the patient rather than the patient's insurance company and **must be paid prior to rescheduling an appointment with our dietitians.**
- As a courtesy, we send out automatic reminder phone calls/texts for all upcoming appointments. Please note that the above policy remains in effect regardless of whether or not the patient receives a reminder call/text.
- We understand that situations may arise when an emergency occurs and you are unable to keep your scheduled appointment. In such cases, please call our office at 616-243-9515 and ask to speak to the scheduling manager.

If you are interested in receiving transportation resources or are experiencing trouble getting to your appointments, please call our office. We have resources available and would be happy to help in whatever way we can.