



## **Appointment Policy**

At *Sunrise Pediatrics*, our mission is to provide high-quality, timely care to all of our patients. To ensure that every child receives the attention they need, it is essential that scheduled appointments are kept.

### **Missed Appointments**

If a patient misses three (3) appointments within a three (3) month period, their account will be reviewed for possible dismissal from the practice. Missed appointments include no-shows and appointments canceled with less than 2 hours' notice.

### **Card on File Requirement**

A valid bank card must be kept on file with *Sunrise Pediatrics*. In the event of a missed appointment, a \$25 missed appointment fee will be automatically be charged to the card on file.

### **Why This Matters**

Missed appointments limit our ability to care for other children in need. Each no-show or late cancellation takes away an opportunity for another child to be seen, especially those requiring urgent or time-sensitive care. Our goal is to provide the best possible access to all our patients, and your cooperation helps us do that.

### **Rescheduling**

If you are unable to make your scheduled appointment, please contact the office at least 2 hours in advance to reschedule and avoid the \$25 missed appointment fee.

Thank you for helping us ensure that every child receives the care they deserve.