



## Appointment Policy

Chestnut Hill Pediatrics has implemented this Appointment Policy to best serve all of our patients.

### Precautions for COVID-19 and Other Respiratory Infections

- We ask any patients 5 years and over and caregivers who are ill or exposed to COVID-19 to wear a mask in our office. We can provide masks as needed.
- All rooms and equipment are thoroughly disinfected between patients.

### Additional Children

Please call in advance if you feel additional children in your family need to be seen at the same time as a previously scheduled appointment. This will allow us, if space exists, to give your children the time and attention that they deserve and require.

### Late Arrivals for Well Visits and Follow-up Visits

- If you arrive more than 15 minutes late for your scheduled appointment you may be asked to reschedule the appointment.
- Patients who are chronically late for appointments may be discharged from the practice. We understand that situations may arise that are out of your control; please contact our office as soon as you are aware of your late-arrival or need to cancel.

### Late Arrivals for Sick Visits and Newborn Visits

- If you arrive more than 15 minutes late for your scheduled appointment you will be given one of the following options:
  - Reschedule the appointment
  - Wait for a same-day opening in the schedule
- Patients who are chronically late for appointments may be discharged from the practice. We understand that situations may arise that are out of your control; please contact our office as soon as you are aware of your late-arrival or need to cancel.

### No Shows

Chestnut Hill Pediatrics reserves the right to discharge a family from the practice for 3 or more missed appointments.

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