



Missed Appointment & Late Cancellation Policy

Effective 1/29/2024

Appointments that are cancelled with less than 24-48 business hours' advanced notice or that are no showed will be subject to a fee as outlined below. Determining whether your appointment is a detailed or regular appointment is at the discretion of the practice. Patients who have 3 or more missed appointments within any given 12-month period or who have an excessive history of late cancellations, missed appointments, or a combination of the two will be subject to discharge from the practice.

Please be advised that missed appointment fees will be assessed to your account and charged to your credit card on file *within* 7 days of the appointment. We do not generate statements for missed appointment fees.

Well Child Exams, Pre-Op Exams, Behavioral Consults, Medication Checks- \$100

Derm/ Acne Appts- \$150 (48 business hours advanced notice required)

Sick Visit (Detailed): \$75.00

Examples include but are not limited to the following:

- Complex respiratory visits
 - Wheezing, hx of asthma, hx of pneumonia
- ER or hospital admission follow-ups
- Abdominal Pain
- Genitourinary issues
- Weight Checks

Sick Visit (Regular): \$50.00

Examples include but are not limited to the following:

- Ear pain or rechecks
- Sore throat or strep follow-up
- Cough & cold (without complex respiratory issues)
- Repeat or f/u for labs, hearing, or vision
- Flu symptoms

Psychiatry: \$150 - \$250 (48 business hours advanced notice required)

- Initial Consults-\$250.00
 - The initial consult may consist of your first two appointments with Dr. Zohler
- Follow-Up/ Med Check- \$150.00 (first 30 minutes)

Missed Appointment & Late Cancellation FAQ's

Why do you differentiate sick visits between regular and detailed?

- Not all appointments are created or billed to insurance equally. Each appointment time length is tailored to your child's symptoms and medical history. This helps us ensure we give your child an appropriate amount of time with their provider for evaluation and treatment.

Why do I have to pay a fee if this is my first offense?

- All missed appointments whether it's your first offense or third is time that your provider could have been treating another child. Additionally, medical offices get paid only when they are seeing a patient therefore the cost of this time is passed along to the patient that either missed or late cancelled their appointment.
- Our billing practices are fair across the board for our entire patient population whether you are a new patient or a long-standing established patient.

I scheduled a same-day sick visit and didn't have 24-hours to cancel or my child got better. Why am I being charged a late cancellation fee?

- When scheduling a same day sick visit, we expect that you will bring your child in. Appointments fill quickly and when you late cancel, we likely will not be able to schedule another patient on such short notice. We offer a comprehensive medical advice service that you can speak to prior to scheduling if you're unsure about whether your child should be seen in office.

Why isn't this covered under my Annual Non-Covered Services Fee?

- Your Annual Non-Covered Services Fee (NCSF) is for ancillary services *only*. It does not cover the cost of you seeing a provider and therefore doesn't cover any fees accrued from appointments that are missed or late cancelled.

I was late to my appointment but rescheduled to see another provider that same day. Why am I being assessed a missed appointment fee?

- We do our best to accommodate patients even when they're late but sometimes that's not feasible, your lateness may impact our ability to see other patients on time. When this occurs, you may be rescheduled to another provider which means you have now taken up two appointments in a single day. You missed one and were seen for one. Your missed appointment fee is for the appointment that you arrived late to.

I couldn't make my appointment, so I called the day of my appointment to reschedule for another day. Why am I being assessed a missed appointment fee?

- Rescheduling an appointment, the same day is considered a late cancellation because we did not receive notice within the required time frame.

Why do I have to pay a late cancellation fee if I have had to wait for a provider to see my child before?

- We do our very best to see your child as close to their appointment time as possible. Unfortunately, unforeseen circumstances or medical complications with another patient may arise throughout the day causing your provider to run behind. Sometimes that patient may be your child and when that happens, we will give your child the same time and care. Please remember that your provider is the medical professional and you have made an appointment to see them for their expertise, not the other way around.

I didn't get an appointment reminder. Why am I being charged a missed appointment fee?

- Appointment reminders are a courtesy. We encourage parents to verify and update demographics every time they are in the office to ensure we have the most up-to-date information on file. Ultimately it is the patient's responsibility to write down their appointments and show up for them as scheduled.