



Ph: 617-491-5111 Fax: 617-491-5222

Appointment Policy

Our goal is to provide quality individualized medical care in a timely manner. "No-shows" and late cancellations inconvenience those individuals who need access to medical care in a timely manner. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of medical care.

Cancellation/No show policy for doctor appointments

In order to be respectful of the medical needs of other patients, please be courteous and call us promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care. If an appointment is not cancelled with proper notice, you may be charged a fee. Your insurance company will not cover this charge. Insurance companies only consider covering costs for services that were actually rendered.

Fee schedule

First missed appointment

No charge. We understand that mistakes happen.

Second missed appointment

\$25 fee will be billed to your account.

Third missed appointment

\$50 fee will be billed to your account.

Repeated no shows may result in the patient and/or family being discharged from our practice.

- Fees are the discretion of our business manager.
- Fees are incurred for each child scheduled.
Example: 2 siblings scheduled = 2 fees

Late arrivals

We understand that delays can occasionally happen; however, we must try our best to keep the doctors on schedule. If a patient arrives more than 10 minutes past their scheduled time, we may have to reschedule your appointment.

Account balances

If you are having a difficult time paying a balance, we are here to work with you. Families who have questions about their bill, or would like to discuss a payment plan option, should call our billing department at 781-395-1972.

How do I cancel my appointment?

Our practice firmly believes that a good physician/patient relationship is based upon understanding, and good communication. To cancel appointments, please call 617-491-5111. If you do not reach one of the secretaries, you may leave a message with our answering service. If you would like to reschedule your appointment, please leave your phone number. We will return your call, and give you the next available appointment time.

What is a "late cancellation"?

We use the term late cancellation when a patient fails to cancel their scheduled appointment with a 24-hour advance notice.

What is a "no-show"?

The term "no-show" is for patients who miss an appointment without calling to notify the office in advance. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show".

Acknowledgment

I understand the above appointment policy. Any cancellations not made with appropriate notice would be charged to me personally, and cannot be submitted to my insurance company.

Signature of parent/guardian, or patient if over 18:

Date: _____