



NO SHOW POLICY

We schedule patient appointments so that each patient receives the right amount of time to be seen by our providers and staff. That's why it is very important that you keep your scheduled appointment with us, and arrive on time.

As a courtesy, and to help patients remember their scheduled appointments, Pediatric Associates of Lewiston sends text messages and email reminders 1 week, 2 days, and 2 hours in advance of the appointment time.

If your schedule changes and you cannot keep your appointment, please notify this practice by texting or calling (207) 784-5782.

If a notice is not provided that an appointment needs to be canceled or rescheduled, our office determines that the appointment is a **"No-Show"**. The parent or patient failed to provide notification and failed to arrive to the appointment.

If a family and/or patient no-shows a total of 5 appointments within a 12 month period, Pediatric Associates reserves the right to dismiss the family and/or patient from the practice. The guarantor listed on the account will receive a Dismissal Letter in the mail for each patient listed on the account. As a courtesy, Pediatric Associates staff will be available to treat the child(ren) listed on the account for 30 days on an emergency basis only. During this time, the parent/guardian needs to be proactive and find another healthcare provider for their child(ren). After 30 days has passed, the patient's and siblings' charts will be marked as inactive and they will no longer be able to receive healthcare services from anyone at Pediatric Associates of Lewiston.