

Pediatrics West^{PC}

Inclement Weather & Cancellation Policy

Pediatrics West, PC is committed to offering the same high quality care for its patients throughout the year. We understand that most of our patients do not want to sit in an emergency room for hours with a sick child and prefer to see their pediatrician. Because of this, we attempt to be open as much as possible even during inclement weather.

As a courtesy to our patients, we have been making phone calls when bad weather is expected in order to allow our patients to cancel the day before without incurring a fee.

Our Snow Cancellation Policy charges patients for cancellations or no show appointments on the same day of inclement weather unless a State of Emergency has been declared. A \$50.00 fee will be charged for any missed sick or follow up appointment or cancellations within 4 hours of the appointment. Well Child exams and consults will be charged \$75.00 for an appointment missed or cancelled.

The providers and staff at Pediatrics West never want our patients to jeopardize their safety and travel to an appointment if they are uncomfortable; however, we do staff our office to meet the demands of the patients we serve and strive to ensure ample staffing even during inclement weather.

We will not charge cancellation fees based on the following criteria:

- If your school district cancels due to inclement weather, we will waive all cancellation fees.
- If your school district has an early dismissal due to inclement weather, we will waive all cancellations fees beginning at noon time.
- If your school district has a delayed opening, we will waive all fees for cancellations for the morning. Any appointments after 11:00 A.M. that are cancelled will incur the fee.
- If you do not call to cancel your appointment or fail to show for a booked appointment, you will be charged the no show fee. It is the patient's responsibility to communicate with our office regarding their ability to make their appointment.
- We will offer each family a One-Time per year Courtesy Waiver for any no-showed appointment for any reason, because we understand that life with kids is busy. This will be documented in our billing records for reference.

Pediatrics West will continue to assess each impending storm and the needs of our patients and the practice. We will continue to make courtesy phone calls to allow our patients the opportunity to reschedule for another day.