

No Show and Late Arrival Policies and Procedures

The goal of Pediatrix Cardiology Associates and Tampa Bay Adult Congenital Heart Center is to provide comprehensive and timely care to each and every patient. Our ability to do this depends upon each patient and family arriving on-time for their scheduled appointments. Missing appointments is a detriment to the patient who does not show and interferes with our ability to provide patient care in an effective and efficient manner. Therefore, please note the following policies and procedures for “No Show” and “Late Arrival” appointments.

No Shows

What is a “no show?”

- A patient missing a scheduled appointment without providing at least twenty-four (24) hours’ notice.

What is the impact of a “no show?”

- Missing the appointment may jeopardize the health of the “no show” patient.
- Missing the appointment denies care to other patients who need to be seen by a provider.
- There will be a \$25.00 charge for a no-show appointment.

How can I avoid being a “no show?”

- Confirm your appointment via the reminder call or text messaging that you will receive from us.
- If you must cancel or reschedule an appointment, please notify us at least twenty-four (24) hours prior to the appointment.
- If an emergency or unforeseen event does arise, please notify us as soon as you are aware that you need to cancel or reschedule.

Late Arrivals

What is a “late arrival”?

- A patient arriving fifteen (15) or more minutes after the scheduled appointment time.

Every patient is granted a fifteen (15) minute “grace period” for their scheduled appointment. We understand that things can come up that are out of the control of the patient and/or family. If you know you will be late, please call as soon as possible and inform the office staff of your delay. This will allow us to plan for your expected arrival and manage our complete patient schedule. If you do not arrive within the 15 minutes grace period, and we do not have any other appointment times available for that particular day, your appointment will need to be rescheduled.

We thank you in advance for your cooperation with our practice policies.

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