



Black Hills Pediatrics, L.L.P.
2905 5th Street
Rapid City, SD 57701
Phone: (605) 341-7337
Fax: (605) 341-2447

FAILURE TO KEEP APPOINTMENT POLICY

NEW PATIENTS:

If you fail to keep your first scheduled appointment with this clinic without adequate notice, we will not schedule further appointments.

ESTABLISHED PATIENTS:

It is the policy of Black Hills Pediatrics, L.L.P., to discontinue medical services to families who fail to keep scheduled appointments **three (3) times**. This reserved appointment time could have been used for other patients who are sick.

If you make an appointment with any one of the physicians or physician assistants and cannot keep that appointment, please call our office at least **two (2) hours prior** to the scheduled time to cancel or reschedule. Notification the same day **after** the scheduled appointment time will still be counted as a “no-show.”

Each “no-show” appointment will be marked in the patient’s record. After the third “no-show” appointment, you will be sent a letter of termination allowing you 30 days to have the patient’s records transferred to another physician of your choice outside of this clinic. You may not transfer care to another provider within Black Hills Pediatrics, L.L.P. The clinic will be available for emergency medical services only during that 30-day period. If the patient is on Medicaid, a notification letter will be sent to Pierre to have a different primary care provider assigned outside of Black Hills Pediatrics, L.L.P.

If you have any further questions regarding this policy, please feel free to discuss your concerns with us.

I have read and understand the above policy.

Patient Name

Date

Legal Guardian