

**Late-Show and No-Show Policy**

At Thrive Pediatrics, we are committed to providing quality care in a timely manner. We understand that there are times when you must miss an appointment due to emergencies or obligations. However, when you do not call to cancel an appointment, you may be preventing another child from receiving care.

**Late-Show Policy**

A patient who is 10 or more minutes late to their appointment may be asked to reschedule. Every effort will be made to see the patient on the same day.

**No-Show Policy**

A no-show is defined as missing a scheduled appointment without providing sufficient advanced notice. We ask for at least 24 hours advance notice to cancel the appointment. If there are 2 no-shows in a rolling 12-month period, Thrive will issue a warning letter. Any further no shows in a rolling 12-month period may result in discharge from the practice.