

Late Arrival Policy

We understand that life gets busy and things don't always go as planned! If you're running late for your child's appointment, please know that we'll always do our best to accommodate you.

Here's how we handle late arrivals to keep our day running smoothly and make sure every family gets the care they need:

1. If You're Late

We'll first try to have your child seen by the **clinician you're scheduled with**.

2. If That's Not Possible

If your clinician's schedule is full, we'll do our best to have your child seen by **another clinician in the office that same day**, whenever possible.

3. For Well Checks and Routine Visits

For well checks or medication follow-ups, if our schedule is **completely full**, we may need to **reschedule your visit** for another day. We'll find the soonest available time that works for you. For medication follow-ups, in some cases, we may be able to coordinate a same day telemedicine visit.

4. Keeping the Office Running Smoothly

Our **front office team and practice manager** work together to rearrange the schedule as needed so that things stay on track for everyone.

5. If It Happens Often

We know that delays happen—but if a family is **late three or more times within six months**, our **practice manager** may reach out to discuss ways to better plan appointment times that fit your family's schedule.

We truly appreciate your understanding and teamwork in helping us provide the best possible care to all of our patients. Thank you for being part of our Pediatric Associates families!