



SOUTH RIDING PEDIATRICS

25055 RIDING PLAZA, SUITE 150

South Riding, VA 20152

No-show/ Late Cancellation/Late Arrival Policies

We understand that families may need to cancel an appointment occasionally. In such circumstances, please contact our office no later than 24 hours before your scheduled appointment time. You may do so by calling: 703-327-0075, emailing: frontdesk1@southridingpediatrics.com or using the patient portal.

If you do not show up for your appointment, cancel or reschedule less than a minimum of 24 hours before your appointment time, we will consider this a no show. A no-show fee of \$75 will be assessed for well checks, medication rechecks, and consultations. A no-show fee of \$50 will be assessed for sick appointments. No-show fees are the patient's sole responsibility and must be paid in full before your next appointment.

If you arrive 15 minutes or more late for your appointment, we will attempt to move the appointment to a later time or with another provider as the schedule allows. You may reschedule the appointment as best fits your schedule as well. **Please note that arriving 15 minutes or more late to an appointment is considered a no-show, and the fee will be assessed accordingly as outlined above.**

The office will attempt automated reminders of appointments; however, it is the responsibility of the parent/patient to keep track of the appointments. Electronic processes can fail unknowingly.

We know that unexpected situations sometimes arise. In the case of emergencies or extenuating circumstances, we may waive the no-show fee. Waivers are determined on a case-by-case basis at the practice management's sole discretion.