



Carolinas HealthCare System

University Pediatrics – Late Policy

The team at University Pediatrics enjoys caring for your child! In the new world of electronic healthcare, it requires more time for registration and documentation than ever before. Out of respect for your time and the physician's time, and out of respect for other patients, we ask that you to arrive 15 minutes before your appointment for registration.

Our staff will do their best to stay on time with this policy in place. Physicians that run behind are usually dealing with patients with severe conditions that may require additional attention.

If you are scheduled for a Well Child Visit and arrive past your appointment time, you may be asked to reschedule. We allow a ten-minute window for unexpected circumstances. However, even being a few minutes late can limit your time with the physician and can cause a longer wait time.

If you arrive more than 10 minutes past your appointment time for a **Well Child Check**, you will be asked to reschedule out of courtesy to the physician and the patients after you.

If you arrive more than 10 minutes past your appointment time for a **Sick Visit**, you will be moved to the next available slot but may have a prolonged wait time of over an hour.

Our live answer staff will call patients that do not show for their scheduled appointments (or arrive late and reschedule), and may discuss the need for arrival time and/or rescheduling the appointment.

Two no-shows in a year will result in a letter of concern stressing the importance of coming to appointments and indicate that a third no-show will result in a dismissal from the practice.

Three no-shows will result in a final dismissal letter.

Thank you for partnering with us so that we may provide the best care for your child!