

Child Neurology of Tulsa Failed Appointment/Cancellation Policy

Please be aware that Child Neurology of Tulsa attempts to schedule the many children in need of neurologic care as quickly as possible. Unfortunately, we experience up to 10-20% daily no shows which takes away opportunity for children to be seen by Dr. Siegler. We do provide **“courtesy reminder telephone calls”** to help remind people of their scheduled appointments. **However, the responsibility to remember appointments is yours.** Child Neurology of Tulsa only schedules appointments with the patient/parent/guardian and not with a third party (ie. primary care office) to eliminate confusion in scheduling. Child Neurology of Tulsa requests that cancellations be made 2 working days before the scheduled appointment (a message left on our voicemail is acceptable; please state the time and date called). If an appointment is cancelled within the 2 business day deadline, a cancellation fee **may be charged** depending on circumstances. **Failure to show to an appointment without a telephone call most likely will result in a charge.** Charges are intended to motivate people to remember appointments and to call with adequate warning to cancel so that others may have the opportunity to utilize the time that was reserved for your child. Patients with appropriate unforeseen reasons for missed appointments will not be charged.

Rescheduling following a failed appointment or late cancellation is to Dr. Siegler's approval.

We appreciate your compliance and timely cancellation calls.

Updated January 30, 2011

