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To:

The office policy at Pediatric Care Associates is as follows:

When you schedule an appointment, we ask for 24 hour notice of cancellation. The first no show appointment you have, we will send you a letter notifying you that an appointment was missed. The second no show appointment, we will send this letter. After the third no show appointment, your child could be discharged from the practice. We may also notify your insurance company if no shows continue to occur. If your child no shows an appointment on a late night after 5:00 or on a weekend, those appointment slots will no longer be available to you. After the third no show appointment a 25.00 no show fee will be applied to your account. No preventative appointments will be scheduled until the fee is paid.

Please understand that there is a good volume of work that goes into preparing for your child's appointment. We only have a certain number of slots throughout the day and sick children cannot be seen if those appointments are taken. With proper cancellation of your appointment, that appointment time can be given to another child.

Please contact the office at 413-732-5580 to reschedule any appointments for your child or inform us of any cancellations.

Sincerely,

Pediatric Care Associates