

At Koala Pediatrics , we strive to provide exceptional care in a timely and respectful manner. In order to maintain efficiency and ensure that all patients receive the attention they need, we kindly request your cooperation with the following appointment and attendance guidelines.

Arrival and Timeliness

- Your scheduled appointment time is **reserved specifically for you and your child**.
- Please arrive at least **10 minutes prior** to your scheduled time to allow for check-in and any necessary paperwork.
- You may receive a **text message notification** when we are ready for you to come to the door.
- We understand that unforeseen delays may occur; however, patients arriving **more than 15 minutes late** may be asked to **reschedule** to avoid impacting other scheduled appointments.
- Our clinic makes every effort to remain on schedule, as we value the time of all patients and families.

Appointment Duration

- **Well-child visits** are typically scheduled for **30-60 minutes**.
- Most **sick visits and follow-up appointments** are also allotted **30 minutes**.
- Please be prepared for the full duration of the appointment to allow adequate time to address your child's health concerns. If you need additional time, kindly let us know in advance while scheduling your appointment, and we will try our best to make the accommodations.

Cancellations and Missed Appointments

- If you are unable to attend your scheduled appointment, we request that you notify us at least **24 hours in advance** so we may offer the time slot to another patient.
- **Missed appointments** or cancellations without sufficient notice may be subject to a **\$50 no-show fee**.
- Repeated missed appointments may result in limited scheduling options or dismissal from the practice.

Acknowledgment and Signature

By signing below, you acknowledge that you have read, understood, and agree to the terms outlined in this Appointment and Attendance Policy. This form will be retained in your child's medical record and reviewed annually.

Client Signature

Date