

Office No-Show and Late Policies



Brookline Pediatrics
Boston Children's
Primary Care Alliance

brooklinepediatrics.com
617-232-2915 | fax 617-232-2337

Appointments with our physicians, nurse practitioners, and behavioral health clinicians are very much in demand. In an effort to better serve you, we ask for proper notice for any cancellation or late arrival.

We do ask that you try your best to be on time for your appointment. We recommend arriving 10 to 15 minutes early, especially for all new patient visits and well child checkups. We appreciate 24 hours notice for cancellation of an office visit. However, please call if you realize you won't be able to arrive on time. We may be able to accommodate you later in the day, so you can catch your breath and drive here safely.

At Brookline Pediatrics, we make every effort to stay on schedule. We respect that your time is valuable. Sometimes, our patients arrive very ill or with unexpected concerns that require more time. Any child requiring emergency care will be seen as soon as possible. We ask for your patience and understanding if this occurs. We will keep you informed while you are waiting, and offer you the chance to reschedule your appointment if you so choose. We extend this courtesy to every patient that requires it, and hope you understand, as we'd extend the same courtesy to you/your child(ren).

We will always give each patient the time and attention they deserve. We always want each of our patients to have all the time needed to provide them with high quality, high value care. Squeezing in appointments prevents us from achieving this goal. We do not double book appointments for this reason. If you would like a sibling to be seen at another child's previously scheduled visit, please call first so we can accommodate both you and the other families on our schedule. All appointment types have varying lengths of time needed, so we may not be able to accommodate adding an additional visit to the original, or seeing a different type of visit than the one originally booked.

Patients arriving more than 10 minutes after their appointment time may be asked to reschedule.

We will make every attempt to fit your child into our schedule, but this is not always an option. If appointments are repeatedly missed, rescheduled, or cancelled with less than 24 hours notice, we reserve the right to ask you to seek medical care elsewhere.