

Boston Medical Center
Ambulatory Pediatrics Primary Care

Late policy

Patient late for appointment:

It is important to us that all patients be treated fairly and respectfully. We do our best to maintain our promises to patients to see them at a time as close as possible to their scheduled time. In order to do this well, we need to have a clear policy that applies to all patients, that makes sense, and that allows our front desk staff to treat all patients with respect and kindness.

When patients are more than 15 minutes late for a well visit, Front Desk staff will offer the patient / parent the following options:

- (1) To see if their scheduled physician may be available that session. The clinic's charge nurse will review the provider schedule and discuss with the family; we may not be able to accommodate the family's request. Staff will then proceed to option (2).
- (2) The opportunity to schedule a new appointment with their child's provider at their convenience
- (3) The opportunity to see another provider – whoever might be available first, including one of our residents

If parents are upset when they are late, or are angry at the front desk staff, the charge nurse will be asked to help them.

Sick children will be evaluated by the charge nurse and then offered, if appropriate, the chance to wait for the primary provider or to be seen by the next provider using the "HotBox".

This policy is designed to give parents control of the situation, and avoid needing to consult with clinical staff for every late patient. We will *never* send any patient away without offering to see them, and we will *always* see every sick patient.