Notable Office Policies

Revised 3/23/2026

Arrival Times: Patients are generally asked to arrive at least **5-10 minutes before their scheduled appointment**. New patients may be required to arrive **30 minutes early** to complete registration. The scheduled patient is expected to be in the office at the time of check in.

Handling Late Arrivals (15+ minutes past appointment): If a patient arrives late, the practice may attempt to accommodate them, but this is subject to the schedule and severity of the situation. In some cases, the appointment may need to be rescheduled to ensure that other patients are not delayed.

No-Show Policy: A "No Show" occurs when a patient fails to attend a scheduled appointment without providing **notice**. Please notify the office @ 859-624-2020 prior to the appointment to prevent a “No Show” if you cannot make it to the appointment for any reason. If you fail to do so you will be notified by letter of the “No Show”. New patients will not be rescheduled if they no-show their first appointment.

Repeated No-Shows: Established patients/families are typically allowed 3 no-show occurrences within a 12 month period before facing potential dismissal from the practice. Dismissal will include siblings/all patients listed on the account This policy is in place to maintain efficiency and ensure that other patients can receive timely care.

Communication: Practices often use reminder calls or messages to confirm appointments and remind patients of their responsibilities regarding cancellations and rescheduling. If a patient cannot be reached, they are still responsible for keeping their scheduled appointment.

Co-pay Policy: If your health plan uses co-pays, payment is expected at the time of service. If a co-pay is due and not collected by the end of the business day the patient will be assessed an additional $10.00 charge for billing.

Vaccination Policy: The providers at Madison pediatric Associates strive to keep your child healthy and feel that vaccinations are an important part of preventative care. Because of advances in medical science, your child can be protected against more diseases than ever before. Some diseases that once injured or killed thousands of children have been eliminated completely, and others are close to extinction – primarily due to safe and effective vaccines. Therefore, Madison Pediatric Associates follows the vaccination guidelines and schedules recommended by the AAP. If you chose not to vaccinate your child or want to discuss an alternative schedule, please notify your child’s provider or a clinical staff member to discuss reasons vaccines are recommended. If you still decline vaccination, you may be asked to release care to another office that’s policy aligns with your wishes.

Billing Policy: If your account has a balance due you will be billed to the address on file on the 23rd of each month. Prompt payment is appreciated to avoid additional collection fees. If an account has a balance more than 90 days old, you will receive a final attempt at collection letter. If payment is not received by the date indicated on the letter your account will be sent to a collection agency and will incur additional fees. **We cannot provide care for a patient that has a collection balance that has been turned over to a collection agency until the entire balance plus fees are paid in full.** We ask that you pay balances promptly upon receipt of a bill and update our office with any address changes for responsible parties to avoid additional fees.