



Appointment Policy

Chestnut Hill Pediatrics has implemented this Appointment Policy to best serve all of our patients.

COVID-19 Precautions

- We have a universal mask policy for our staff. We also provide masks to parent (and child if possible) during office visits.
- All rooms, chairs, doorknobs, and equipment are thoroughly disinfected between patients.

Additional Children

Please call in advance if you feel additional children in your family need to be seen at the same time as a previously scheduled appointment. This will allow us, if space exists, to give your children the time and attention that they deserve and require.

Late Arrivals

If you arrive more than 15 minutes late for your scheduled appointment you will be given one of the following options:

- Reschedule the appointment
- Wait for a same-day opening in the schedule

Patients who are chronically late for appointments may be discharged from the practice. We understand that situations may arise that are out of your control; please contact our office as soon as you are aware of your late-arrival or need to cancel.

No Shows

Chestnut Hill Pediatrics reserves the right to discharge a family from the practice for 3 or more missed appointments.

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