



[Newton Wellesley Family Pediatrics Late Policy](#)

At Newton Wellesley Family Pediatrics, we understand that getting out the door, especially with young children, can be a challenge. From last-minute diaper changes to unexpected traffic, we know that life happens. That's why we strive to maintain flexibility and compassion in everything we do.

To help us continue providing timely, attentive care to all our patients, please be aware of our **Late Arrival Policy**:

- **Please plan to arrive 10–15 minutes before your scheduled appointment time**, especially if you have forms to complete. This helps us start appointments on time and minimize delays for other families.
- **If you arrive more than 20 minutes late**, we will do our best to accommodate your visit. However, in some cases, you may be asked to reschedule or offered another provider if one is available.
- **If you're running late**, please call us as soon as you can. While we appreciate the heads-up, please note that depending on your arrival time, we may still need to reschedule your appointment.

We also want to acknowledge that it can be frustrating to wait when your provider is running behind. Please know that we do everything we can to stay on schedule. Occasionally, we need to spend additional time with a patient who is very ill or facing unexpected concerns. When this happens, we ask for your understanding—our goal is to give every patient the care and attention they deserve, including your child.

Your time is important to us, and we'll always do our best to keep you informed of any delays. If needed, we'll offer the option to reschedule or to see another provider.

Thank you for your understanding, your patience, and for the privilege of caring for your family. We truly appreciate your partnership as we work together to keep our practice running smoothly for everyone.