



## **NO-SHOW & CANCELLATION POLICY**

Thank you for trusting your medical care to Audiology Associates of Redding. When you schedule an appointment, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment, please contact our office as soon as possible and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment.

### **NO-SHOW**

If the patient fails to present to the appointment at the time requested to complete paperwork, or at the scheduled appointment time, or fails to cancel more than 24 hours ahead of the appointment, we will record the visit as a “no-show.”

- The first time there is a “no-show,” we will contact the patient by phone to try and reschedule the appointment. There is a \$65 “no-show” fee that is the patient’s responsibility, not the insurance company, as they see this as the patient’s responsibility. Fees may be higher for longer appointment times. Fees need to be paid prior to rescheduling.
- If there is a second “no-show,” we will bill a fee of \$125 to the patient. Multiple “no-shows” may result in termination from our practice. If a patient has a history of “no-shows” in previous years and has since had additional “no-shows,” this may be taken into consideration for termination from the practice at the discretion of the provider and the management.
- There may be a specified late grace period depending on the appointment type, but a late arrival of any duration could be considered a “no-show.”

### **LATE CANCELLATIONS/RESCHEDULING**

Late cancellations or late rescheduling (less than 24 hours prior to a scheduled appointment) will be considered a “no-show.” We understand that there may be times when you may be unable to keep your scheduled appointment due to an unforeseen emergency. We will consider these situations on a case-by-case basis.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Patient Print Name \_\_\_\_\_