



CANCELLATION/NO-SHOW POLICY

CLINIC APPOINTMENT LATE ARRIVAL/CANCELLATION/MISSED APPOINTMENT POLICY

At NW Ear Institute, we pride ourselves in offering you personalized care and reserve appointment times to accommodate your needs. Late arrivals, missed appointments or cancelled appointments without sufficient notice create a gap in our providers' schedules. These are appointments that could have been utilized to offer care to other patients.

Should you need to cancel or change the date of your appointment, we require at least 24 hours' notice as a courtesy to other patients seeking appointments. Please contact our office between 8:30 a.m. and 12:30 p.m. or 1:30 p.m. to 5:00 p.m. at 503-444-7676 to reschedule or cancel an appointment.

Late Arrivals: We understand that delays can happen; however, in fairness to other patients, if you arrive more than 15 minutes after your scheduled appointment, we may reschedule your appointment to another day.

Additionally, if you require an interpreter or translator, please inform us as soon as possible. We will charge you the cost of the interpreter service if you do not show or cancel less than 24 hours from your appointment. **This charge is \$30.00 and is not billable to insurance.**

CANCELLATION/RESCHEDULING OF SURGERY

Please carefully consider your surgical date before scheduling. It is important that you have thoroughly checked your personal calendar to make sure that the scheduled date is ideal for you. The scheduling of your surgery is time consuming and very complex. When rescheduling has to occur, the scheduling process has to be repeated again and involves the time and efforts of many people. This process adds to the administrative costs of health care.

Therefore, there will be a \$100.00 charge each time a surgery is cancelled or rescheduled. This fee will not be applied toward your surgery and will be added as a charge to your account. This fee is not billable to insurance.

NO-SHOW POLICY FOR SURGERY

Patients who fail to check in for surgery or who give less than 24 hours' notice of cancellation of a scheduled surgery will be charged a fee of \$250.00. This fee will not be applied toward any future surgery and will be added as a charge to your account. This fee is not billable to insurance.

I have read and understand the above policy.

Patient (please print)

Date

Signature Patient/Guardian