



NORTHWEST EAR INSTITUTE, PC

H. HAROLD KIM, MD

2230 NW PETTYGROVE, STE 120 PORTLAND, OR 97210

CANCELLATION, RESCHEDULING AND 'NO-SHOW' POLICY FOR OFFICE VISITS, PROCEDURES & SURGERY

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

Please be courteous and call NW Ear Institute promptly if you are unable to attend an appointment.

- ❖ Patients who fail to show for their scheduled appointment or did not notify the office within 24 hours of their scheduled appointment time, shall be subject to a "No Show/Cancellation" fee of \$50.00. In the event of an actual emergency and prior notice could not be given, consideration will be given, and a one-time exception may be granted. After 2 "no show/cancellation", we reserve the right to not extend the offer of rescheduling.
- ❖ If you require an interpreter or translator, please inform us as soon as possible. We will charge you \$30 if you do not show or cancel less than 24 hours from your appointment.
- ❖ Patients who reschedule their appointments more than 5 times in a calendar year will be charged \$100 for each reschedule thereafter.
- ❖ Patients who fail to show for their scheduled surgery appointment, did not notify the office within 48 hours or cancel less than seven (7) business days of their scheduled surgery appointment time, shall be subject to a "No Show/Cancellation" penalty of \$500.00. This charge is not billable to your insurance company.
- ❖ Once surgery is scheduled and rescheduling occurs for surgery, there will be a charge of \$100 each time the surgery is cancelled and rescheduled. This charge is not billable to your insurance company.

If cancelled by the physician as a medical necessity, then the patient is not subject to this charge. Insurance authorization denials are also an exemption of the fees.

- ❖ These fees are not covered by insurance and is therefore the sole responsibility of the patient.

How to Cancel Your Appointment To cancel or reschedule appointments, we require at least 48 hours' notice as a courtesy to other patients seeking appointments. Please contact our office between 8:30 AM – 12:30PM or 1:30 PM- 5:00PM at 503 444-7676 to reschedule or cancel an appointment.

If you have any problems getting through, you can leave a message with your name, appointment date and cancellation reason or request for rescheduling. We will return your call within 24 hours during the business week for a response.

I have read and understand the above policy.

Patient (please Print)

Date

Signature Patient/Guardian