



MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your medical care to Independence Ear, Nose, and Throat. When you schedule an appointment with Independence Ear, Nose, and Throat, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment, we request that at least 24-hour advance notice is given to our office. This allows us to release your appointment time to another patient. Please see our Appointment Cancellation/No Show Policy below:

- Any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours' notice** will be considered a No Show and charged a **\$35.00** fee.
- Any new patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours' notice** will be considered a No Show and charged a **\$75.00** fee.
- Any established patient who is also scheduled for an audio (hearing) test who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours' notice** will be considered a No Show and charged a **\$70.00** fee.
- Any new patient who is also scheduled for an audio (hearing) test who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours' notice** will be considered a No Show and charged a **\$100.00** fee.
- Any patient who is scheduled for an audio (hearing) test and a follow-up with a provider but cancels their hearing test when they arrive to the office on the **same day**, will be charged a **\$35** fee.

Independence Ear, Nose, and Throat will hold a credit/debit card on file for the purpose of this policy only, and the card will be charged based on appointment type. If a card is not put on file, the balance will be collected before rescheduling the appointment.