

Dubuque ENT

HEAD & NECK SURGERY PC

Advanced, personal care from our family to yours

535 Cedar Cross Road, Dubuque, IA 52003

(563)588-0506 or (800)848-7507

Online: www.DubuqueENT.com

NO SHOW & CANCELLATION POLICY

Thank you for trusting your medical care to Dubuque ENT Head & Neck Surgery. When you schedule an appointment, we set aside enough time to provide you with the highest quality care. Should you need to cancel or rescheduled 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 scheduled time or fails to cancel greater than 24 hours ahead of the appointment, the visit will be recorded as a "no show".

- The first time there is a "no show," the patient will be contacted by phone to try and reschedule the appointment.
- If there is a second "no show," a fee of \$50.00 will be billed to the patient, not the insurance company as they see this as the patient's responsibility. This fee is required to be paid prior to scheduling the patients next appointment.
- Three "no shows," will result in the 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 physician and the management.

LATE CANCELLATIONS

Late cancellations (less than 24 hours prior to scheduled appointment) will be considered a "no show". We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. These situations will be considered on a case-by-case basis.