

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 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 scheduled 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.
- If there is a second “no-show,” we will bill a fee of \$50.00 to the patient, not the insurance company, as they see this as the patient’s responsibility. The patient must pay this fee prior to scheduling their next appointment.
- Three “no-shows” will 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 physician and the management.

LATE CANCELLATIONS

Late cancellations (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.