



No Show and Late Policy for Colden ENT & Allergy

At Colden ENT & Allergy we strive to provide the best possible care to all our patients. In order to maintain an efficient schedule and accommodate all patients, we have implemented the following no show and late cancellation policy.

*** We recommend that you arrive for your appointment 15 minutes early. This will allow adequate time to verify insurance, verify demographics, enter necessary paperwork into the patients chart and help us ensure that we can see all our patients in a timely manner. ***

1. Appointment Cancellations and Rescheduling:

- Patients must call at least 48 hours prior to their scheduled appointment to cancel or reschedule.
- If you do not call within this time frame, you may be subject to a no show or cancellation fee.

2. Late Arrivals:

- If you are running more than 15 minutes late for your appointment, you must call our office prior to your scheduled appointment time. We will check with the provider to determine if you can still be seen or if you will need to reschedule.

3. No Show Fee Levels:

Level 1:

- For **new and established patients**, a **\$50 fee** will be charged for any no show to a regular appointment.
- For **audiograms and allergy patients**, a **\$75 fee** will be charged for any no show appointments as we allocate additional staff and time for these augmented appointments with allergy testing and/or hearing tests, we will need to charge a higher no-show fee.
- After the first no show, patients will receive a notification letter stating that the no show fee must be paid prior to scheduling another appointment.
- This process is repeated for a second no show, with the same fee structure and notification procedures.

Level 2

- After a second no show, patients will incur a **fee of \$100**.
- After a second no show to **audiograms and allergy appointments**, a **\$150 fee** will be charged.
- Patients will receive a notification letter stating that a fee has been charged to your account. After the second no show, this may result in being discharged from the practice.

We appreciate your understanding and cooperation in adhering to this policy, which allows us to better serve all our patients. Thank you for choosing our office for your otolaryngology needs.