

**MARK D. STRASSER, M.D. • DEREK K. HEWITT, M.D. • DAVID A. HOLMES, Au.D.**

## CANCELLATION & NO-SHOW POLICY

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### **Appointment Cancellation/No Show Policy**

We understand there are times when you need to miss an appointment due to changes in your work or family schedule or for other reasons. If, however, you are unable to make your appointment, please contact us at least 24 hours prior to your scheduled visit. If you do not cancel it, you may be preventing another patient from receiving needed medical treatment. Missed appointments without 24-hour cancellation notice will result in a \$25 fee not covered by your insurance. We understand that family or medical emergencies occur, and it may not always be possible to notify us prior to missing an appointment or surgery. These situations will be considered on a case-by-case basis.

### **Late Arrivals for Scheduled Appointments**

We understand that delays may also happen. However, if you arrive to your appointment 15 minutes past your scheduled time, we may have to reschedule the appointment.

### **Surgery Cancellation/No Show Policy**

Due to the large block of time needed for surgery, last minute cancellations can cause problems and added expenses for the office. If surgery is not cancelled at least 10 days in advance, you will be charged a seventy-five dollar (\$75) fee; this will not be covered by your insurance company.