



ASSOCIATED  
ORAL & MAXILLOFACIAL  
SURGEONS

## **Associated Oral & Maxillofacial Surgeons Cancellation Policy**

Our goal is to provide quality health care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers and staff, but our other patients as well. Please be aware of our policy regarding *Surgery* appointments.

### **How to Cancel Your Appointment:**

If you need to cancel your appointment, please call the office between the hours of 8:00 am – 4:30 pm Monday through Thursday, and 7:30 am – 2:00 pm on Friday. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

### **What Constitutes Failure to Cancel (also known as Missed Appointment):**

- No Show or Failure to arrive for your appointment without calling to cancel your appointment or without leaving a voicemail with a minimum of 72 hours in advance
- *Patients Receiving Sedation: Failure to follow the Pre-Operative Instructions*
- *Patients Receiving Sedation: Failed Driver Instructions causing delay and/or inability to perform surgery*
- *Patients Receiving Sedation: Failed Eating Instructions causing the inability to perform surgery.*

*Repeat Failure to Cancel will require prepayment at time of rescheduling.*

***Surgery scheduled with Sedation:*** a cancellation is considered late when one or all of *What Constitutes Failure to Cancel* provided above has been met a **\$175.00 Failure to Cancel Fee will be charged to you.**

Exceptions may be made in the event of an unforeseen emergency, such as an illness or accident.

Signature of Patient (If under 18, signature of legal guardian): \_\_\_\_\_

Date \_\_\_\_\_