



SUBURBAN
Ear, Nose & Throat
Associates, Ltd.

*Otolaryngology-
Head & Neck Surgery*

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Appointment Cancellation Policy

Suburban Ear, Nose & Throat Associates has instituted a cancellation policy for allergy appointments. A cancellation or request to reschedule made with less than 24-hour notice significantly limits our ability to make the appointment available for another patient in need.

We have instituted the following policy:

1. Please provide our office with **24-hour notice** in the event that you need to cancel or reschedule your appointment. This will allow us the opportunity to offer that time slot to another patient.
2. A **“No-Show” or missed appointment without proper 24-hour notification may be assessed a \$50 fee, charged to the credit card we have on file.**
3. This fee is not billable to your insurance.
4. If you are going to be late for your appointment, please call our office. We will do our best to accommodate you. In the event that you are more than 15 minutes late, we may consider your appointment a “no-show”.
5. As a courtesy, we send out reminder texts for appointments. Please note, if this reminder text is not received, the cancellation policy still remains in effect.
6. Repeated “no-shows” may result in termination of the physician/patient relationship.

If you have any questions regarding this policy, please let our staff know and we will be glad to clarify. Suburban Ear, Nose, & Throat Associates reserves the right to amend or modify this policy.