

CLEVELAND HEAD AND NECK CLINIC, P.C.

2414 CHAMBLISS AVENUE, N.W.
P.O. BOX 5030
CLEVELAND, TENNESSEE 37320-5030

JOHN S. McNULTY, M.D., F.A.C.S (1944-1996)
JACK P. BYRD, M.D., F.A.C.S.
TIMOTHY A. VISER, M.D., F.A.C.S.
TIFFANY P. BAUGH, M.D.
NICOLE BAHAMONDES, Au.D., CCC-A

TELEPHONE 423-472-6581
FAX 423-472-2425

Diseases and Surgery of the
Ear, Nose and Throat
Facial Plastic
Skin Cancer Surgery
Vestibular Testing
Hearing Aid Dispensing

No Show/Late Cancellation Policy

This policy has been established to help us serve you better.

It is necessary for us to make appointments in order to see our patients as efficiently as possible. No shows and late cancellations cause problems that go beyond a financial impact on our practice. When an appointment is made, it takes an available time slot away from another patient. No shows and late cancellations delay the delivery of healthcare to other patients, some who are quite ill.

A "no show" is missing a scheduled appointment. A "late cancellation" is cancelling an appointment without calling us to cancel within 24 hours of an office appointment or 48 hours in advance of a procedure.

We understand that situations such as medical emergencies occasionally arise. These situations will be considered on a case by case basis.

A charge of \$25.00 may be assessed for each no show or late cancellation office visit appointment if less than 24 hours' notice is given.

A charge of \$200.00 may be assessed for each no show or late cancellation procedure appointment if less than 48 hours' notice is given.

Please understand that insurance companies consider this charge to be entirely the patient's responsibility.

To cancel or reschedule an appointment please call our office and speak with our office personnel. This policy is in effect to ensure that all our patients have the opportunity to be seen in a timely manner.

Signature: _____

Date: _____