



# No-Show, Cancellation & Late Policy

Thank you for choosing Albany ENT & Allergy Services, P.C. (AENT) for your ear, nose and throat needs. Our goal is to provide access to optimum care as quickly as possible while maintaining patient and staff safety. You can help by notifying us if you are unable to keep a scheduled appointment. This allows us to not only reschedule your appointment but also schedule another patient in need of care.

## AENT's No-Show/Cancellation Policy is as follows:

- Appointments must be canceled or rescheduled at least 24 hours prior to the scheduled appointment time.
- After the first no-show, you will receive a phone call or text message reminding you that you missed your appointment and will be given the opportunity to reschedule. At this time, if there are questions or concerns, please bring them to our attention as soon as possible.
- After the second no-show, you will be charged a fee dependent on the type of visit you were scheduled for. The fee will be your responsibility, not that of your insurance company.
- On the third no-show, we will review your appointment history and medical records to determine if you are in compliance with our Patient Code of Conduct. If we decide that you are not in compliance, you may be discharged from the practice at the practice's discretion. A letter will be mailed to you notifying you of the decision to discharge you from our practice. During the next 30 days, we will be available if you need immediate professional care; however, we encourage you to find a new practitioner.

## No-Show Fees:

Office Visit	\$50.00
CT	\$75.00
In-Office Procedure, Surgery or Allergy Testing	\$100.00

We understand that emergencies and unforeseen circumstances do arise. These situations will be considered on a case-by-case basis.

*To cancel or reschedule an appointment, please call (518) 701-2085.*

## AENT's Late Policy is as follows:

- Any patient that arrives within 15 minutes after their scheduled appointment time will be seen by the department/provider as scheduled.
- We will do our best to see any patient that arrives 15 minutes or more after their scheduled appointment time.

- The front desk staff will call the department in which you were scheduled to inform them that you have arrived for your appointment but are more than 15 minutes late.
- If the provider/department can still accommodate your appointment, you will be asked to wait patiently in the waiting room.
- If the provider/department cannot accommodate your appointment that day, the staff will ask you to reschedule your appointment.
- Albany ENT reserves the right, at its sole discretion, to change, modify, add or remove any portion of this policy, in whole or in part, at any time. Changes to this policy will be effective when notice of such changes is posted.

**Please note that you may find the Patient Code of Conduct policy on our company website.**