

MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your medical care to Metropolitan ENT. When you schedule an appointment with Metropolitan ENT & Facial Plastic Surgery, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our **Appointment Cancellation/No Show Policy below:**

- Any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours' notice** will be considered a No Show and charged a \$50.00 fee.
- If a **third**, No Show or cancellation/reschedule with no 24-hour notice should occur the patient may be **dismissed** from Metropolitan ENT.
- Any new patient who fails to show for their initial visit **will not be rescheduled**.
- The fee is charged to the patient, not the insurance company.
- As a courtesy, we make reminder calls for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our billing coordinator, who may be able to waive the No Show fee. You may contact Metropolitan ENT us at the number below. Should it be after regular business hours Monday through Thursday, or a weekend, you may leave a message. Please allow 24 hours for a return call.

Metropolitan ENT Billing Coordinator (703) 682-0554 or LMG Billing (703) 443-6717