



3101 N. Green River Rd., Ste. 510, Evansville, IN 47715 * (812) 303-4300 * www.HearBetterEvansville.com

Missed Appointment Policy & Procedure

IMPORTANT NOTICE FOR ALL CLIENTS

Kindly give 24 hours' notice if you are unable to keep your scheduled appointment time.

While we understand that unexpected events will arise from time to time, it is the policy of Hearing Healthcare Center, Inc. to require 24 hours advance notice for all appointment cancellations to allow the Audiologist maximum availability to her clients. To ensure availability is managed appropriately, it is necessary for us to have the following policy for missed appointments:

First Missed Appointment

Client Services will contact the client to reschedule the missed appointment. A written notification and our clinic policy regarding missed appointments will also be sent to the client.

Second Missed Appointment

Client Services will contact the client to reschedule the missed appointment, if appropriate. A notification will be sent to the client regarding missed appointment along with a copy of our clinic policy, and a bill for a missed appointment charge of \$25.00 or \$50.00*. This charge is the client's responsibility. The missed appointment fee must be paid prior to future visits. ***New clients who miss a second scheduled appointment will not be permitted to schedule future appointments or accepted into the practice.***

Third Missed Appointment

Client Services will contact the client to reschedule the missed appointment, if appropriate. A notification will be sent to the client regarding missed appointment along with a copy of our clinic policy, and a bill for a missed appointment charge of \$25.00 or \$50.00*. This charge is the client's responsibility. ***The client may also be dismissed from the clinic due to excessive missed appointments.***

**Missed appointment fees for standard office visits will be charged \$25.00. Missed appointment fees for Comprehensive Audiograms will be charged \$50.00 as considerable time is set aside for these visits. Again, this charge is the client's responsibility.*

Appeal Policy

You have the right to appeal the missed appointment fee by contacting our Practice Administrator, Misty Wolford, at 812.303.4300. Appeal requests will be reviewed by the Audiologist and the Practice Administrator. Appeal decisions will be sent in writing to the client.

Client Name (printed): _____

Signature: _____ **Date:** _____

Relationship to client (if a minor): _____

Witness: _____