



SNORE EXPERTS APPOINTMENT CANCELLATION / NO SHOW POLICY

Thank you for trusting your snoring and sleep apnea related medical care to Snore Experts. When you schedule an appointment with Snore Experts we set aside enough time to provide you with the highest quality care. We understand that delays can happen however we must try to keep the other patients and doctors on time. 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:

- Effective August 27, 2018 any 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.
- Any patient who fails to show or cancels/reschedules an appointment with no 24-hour notice a second time will be charged a \$75.00 fee.
- If a third No Show or cancellation/reschedule with no 24-hour notice should occur, regrettably, the patient may be dismissed from Snore Experts.

NOTE: The fee is charged to the patient, not the insurance company, and is due at the time of the patient's next office visit.

As a courtesy we make reminder calls and texts 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 Office Manager, who may be able to waive the No Show fee.

HOW TO CANCEL YOUR APPOINTMENT

To cancel your appointment at any of our offices, please call **818.205.1122**. If you do not reach our staff, you may leave a detailed message on our voice mail. Please leave your name and phone number. We will return your call promptly. You may also reach us via email at Info@snorexperts.com