



River City

Oral & Maxillofacial Surgery

Mark Haverkorn, DDS, MD
5418 N Loop 1604 W Ste 101
San Antonio, TX 78249

210-778-0002
www.RiverCityOMS.com
info@RiverCityOMS.com
[@RiverCityOMS](https://www.instagram.com/RiverCityOMS)

RCOMS Patient No-Show, Cancellation, and Late Arrival Policy

We realize no one wants to sit in a doctor's waiting room for an hour. Being on-time is important to patients and us. Therefore, we have adopted the following policies:

No-Show

No-show means a patient did not come to their appointment and did not contact us to tell us they were not coming. A patient is also considered a no-show if they cancel after 12pm noon the last business day before their appointment.

Patient who no-show to an appointment **MUST** pay up-front for their surgery **BEFORE** they can be rescheduled.

Cancellation

Cancellation means a patient contacts us to cancel before 12pm noon the last business day before their appointment. Patients who cancel before noon on the last business day before their surgery will be rescheduled without penalty.

If a patient wants to reschedule twice, they must pay for their presumed surgery **BEFORE** they can be rescheduled the second time. For example, if a patient is scheduled March 3 and reschedules to March 15 but then wants to reschedule the March 15th appointment, they would have to pay for their surgery up front to be rescheduled to a third date.

Missing a Pre-Paid Appointment

Patients who pay for their surgery up-front will **NOT** be refunded if they miss that pre-paid appointment. If they do want to reschedule that pre-paid appointment they will have to pay up-front again. For example, if a patient is scheduled March 3, reschedules to March 15, then pays up front to reschedule to April 12 and misses the April 12 appointment, we will keep the money already paid for the April 12 date and the patient will have to pay the full amount again to get a fourth appointment.

Late Arrival

The patient appointment time is the time the patient should arrive at the office. We plan our schedule based on patients arriving at that time, not earlier.

If a patient is more than 20 minutes late they will be considered a no-show and will be worked-in for their appointment if we are able to do so or they will have to pay up-front to be rescheduled if we cannot work them in.

If RCOMS is more than 20 minutes late we will not enforce the late policy and will reschedule patients without penalty.