



River City

Oral & Maxillofacial Surgery

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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:

Confirmation

We will make 2 attempts to confirm patients in advance of their appointment. If a patient does not confirm, their appointment will be cancelled. If an unconfirmed patient does come to their appointment, they will be treated as a walk-in, may or may not be seen that day, and MUST pay up-front to be rescheduled if we cannot work them in.

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. Patients who no-show to an appointment MUST pay up-front for their next appointment BEFORE they can be scheduled.

Patients who no-show for any pre-paid appointment will NOT be refunded and will not be rescheduled.

Cancellation

Cancellation means a patient contacts us to cancel before 12pm noon the last business day prior to their appointment. Patients who cancel one time and 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. If any pre-paid appointment is cancelled before 12pm noon the last business day before, there will be a \$500 penalty that must be paid prior to rescheduling or a refund.

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 15 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.

Booking a Large or Hospital Surgery

Any surgery of \$2,500 or more and any hospital surgery requires a \$1,000 deposit to schedule and full payment 2 weeks in advance. A full refund, minus any finance fees, is available up to 7 calendar days prior to surgery. **If a prepaid surgery is cancelled within 7 days or a patient is a no-show to the surgery, RCOMS will keep 15% or \$1,000, whichever is larger, and refund the difference minus finance fees. A large surgery may be rescheduled once by 12pm (noon) the business day before with no penalty. After 12pm the business day before, there will be a 15% or \$1,000 penalty, whichever is larger. If a previously rescheduled large surgery is rescheduled again for any reason at any time, there will be a 15% or \$1,000 penalty, whichever is larger.**