

## **APPALACHIAN ORAL SURGERY CENTER**

3433 University Avenue, Suite 1

Morgantown, WV 26505

Office: (304) 322-4532

### **CANCELLATION POLICY**

Our goal is to provide quality surgical care in a timely manner. In order to do so, we have had to implement a Cancellation Policy. This policy enables us to better utilize available appointments for our patients in need of surgical care.

#### **CANCELLATION OF AN APPOINTMENT:**

To be respectful of the needs of the community, please be courteous and call the office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in need of treatment.

If it is necessary to cancel your scheduled appointment, we require that you give 3 business days' notice. Appointments are in high demand, and your early cancellation will give another person the opportunity to have access to care.

#### **HOW TO CANCEL YOUR APPOINTMENT:**

Please call the office at (304) 322-4532 for cancellation. If you do not reach the receptionist, you may leave a detailed message via voicemail. We require that you give 3 business days' notice.

#### **BROKEN APPOINTMENTS & NO-SHOWS:**

If a scheduled appointment is missed, or not cancelled within 3 business days', the \$75 consultation fee must be paid prior to scheduling the new appointment. This fee is non-refundable if the new appointment is missed, or not cancelled within 3 business days'.

If two consecutive scheduled appointments are missed, or not cancelled within 3 business days', this will result in the loss of future appointment privileges.