

# VICTORIA ENT & ALLERGY ASSOCIATES, LLP

117 Medical Drive, Suite 1 Victoria, Texas 77904 (361) 573-4331

## PATIENT APPOINTMENT POLICY

We continually strive to provide our patients with excellent medical care and treatment. Your commitment to keeping your scheduled appointment is as important as our commitment to providing you with the very best medical treatment and care.

To this effect we have established the following policy:

1. Initial no show occurrence
  - a. A letter will be mailed to the patient explaining our no show policy
  - b. The patient will receive a no show phone call from our telephone messaging service.
2. Second no show occurrence
  - a. The patient will be a mailed a letter and receive a verbal notification via our telephone messaging service.
  - b. Special handling may be required for rescheduling of the appointment missed.
3. Third no show occurrence
  - a. Will possibly create dismissal from our practice.
  - b. If you were referred to our practice by another physician, we will notify your referring physician.
  - c. Extenuating circumstances or emergencies beyond the patient's control may be discussed with the office manager.
4. Four or more cancellations in sequence
  - a. Will be considered cause for dismissal from our practice.
5. Late arrival to your appointment
  - a. If you are 15 minutes late, the receptionists are required to check with the doctor as to whether you can keep your appointment.
  - b. On most occasions we are able to accommodate a tardiness of 15 minutes. However, there are circumstances, i.e., scheduled noon surgeries that prevent allowing a late arrival to be seen.
  - c. In the event, we are unable to accommodate your late arrival; you will be given the opportunity to reschedule.
6. Appointment Options
  - a. In the event we are unable to schedule your appointment on a specific date and time you may contact our office daily at 8:00 a.m. or 1:30 p.m, excluding Fridays as we are closed. Unfortunately, we are unable to maintain a "waiting list".
  - b. We may have a slot that has become available and will be happy to schedule you.