

# Hearing Healthcare Center, Inc.

Angela K. Graves, AuD  
Doctor of Clinical Audiology

## Missed Appointment Policy & Procedure

### IMPORTANT NOTICE FOR ALL CLIENTS

**Kindly give 24 hours notice if you are unable to keep your scheduled appointment time.**

While we understand that unexpected events will arise from time to time, it is the policy of Hearing Healthcare Center Inc. to require 24 hours advance notice for all appointment cancellations to allow the audiologist maximum availability to her clients. To ensure availability is managed appropriately, it is necessary for us to have the following policy for missed appointments:

#### **First Missed Appointment**

Client services will contact the client to reschedule the missed appointment. A written notification and our clinic policy regarding missed appointments will also be sent to the client.

#### **Second Missed Appointment**

Client services will contact the client to reschedule the missed appointment, if appropriate. A notification will be sent to the client regarding missed appointments along with a copy of our clinic policy, and a bill for a missed appointment charge of \$25.00 or \$50.00\*. This charge is the client's responsibility. The client must pay the missed appointment fee prior to future visits. **New clients who miss a second scheduled appointment will not be permitted to schedule future appointments or be accepted into the practice.**

#### **Third Missed Appointment**

Client services will contact the client to reschedule the missed appointment, if appropriate. A notification will be sent to the client regarding missed appointments along with a copy of our clinic policy, and a bill for a missed appointment charge of \$25.00 or \$50.00\*. This charge is the client's responsibility. **The client may also be dismissed from the clinic due to excessively missing appointments.**

*\*The missed appointment fee for a standard office visit is \$25.00. The missed appointment fee for a comprehensive audiogram is \$50.00, as considerable time is set aside for these visits. Again, this charge is the client's responsibility.*

#### **Appeal Policy**

You have the right to appeal the missed appointment fee by contacting our office manager at (812) 303-4300. The audiologist and the office manager will review appeal requests. Appeal decisions will be sent in writing to the client.

**Client Name (printed):** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Relationship to Client (if a minor):** \_\_\_\_\_

**Witness:** \_\_\_\_\_



3101 N. Green River Rd., Suite 510  
Evansville, IN 47715

PH: (812) 303-4300  
FX: (812) 303-4308

[www.HearBetterEvansville.com](http://www.HearBetterEvansville.com)