

PROCEDURE CANCELLATION AND NO-SHOW POLICY

Your appointment is reserved specifically for you. To ensure patients can receive timely services and to provide the highest quality care, it is important for each patient to attend their scheduled appointment.

We understand that sometimes you need to cancel or reschedule your procedure appointment. If you are unable to keep your appointment and need to reschedule, please notify the surgery center at least 48 hours in advance by calling the following number: 440-205-1225.

Cancellations with less than 48 hours of your procedure appointment or missing your procedure appointment ("no-show") will result in a \$100 late-cancellation fee at our surgery center. This charge will be your responsibility and charged directly to you, not your insurance company.

This policy helps ensure our teams can provide care to another patient if you can't attend your original time. We may provide an exception to this policy if you miss an appointment due to a medical emergency. The surgery center will determine if an exception is valid on a case-by-case basis.

We reserve the right to decline to schedule procedures for patients who have a demonstrated history of cancellations and / or no-show events.