

OUR COMMITMENT TO CARE

Aurora Audiology schedules our appointments so that each patient receives the appropriate amount of time to be serviced by our clinical staff. It is very important that you keep your scheduled appointment with us and arrive on time. We ask that you consider arriving 15 minutes early for any necessary paperwork and to allow ample time for our staff to update insurance and demographic information.

APPOINTMENT REMINDERS:

As a courtesy, we will send an email or text reminder four days prior to your scheduled appointment with the date and time, and a confirm/cancel response option that our system instantly receives.

1. If the appointment is confirmed through the initial reminder, we will send a final email or text reminder 2 days prior to your appointment with the date and time.
2. We will attempt a final reminder telephone call one business day prior to your scheduled appointment to confirm or cancel if we have not received a response from you. Note: Monday appointments may be contacted on the previous Thursday.

If you are unable to keep your appointment, we require that you contact us at least 24 hours prior to so that we may reschedule you. We understand emergencies happen; however, we appreciate enough notice to offer our waiting list newly available appointment times.

- **If you do not contact us to cancel or reschedule your appointment, you will be charged a \$50 “no-show fee.” This “no-show” fee is not reimbursable by your insurance company.**
- **The “no-show” fee must be paid at the time of rescheduling or before you receive further services.**
- **The “no-show” fee will not be charged for the first time a new, non-established patient misses an appointment. But it will apply to any future no-shows.**
- **After 3 consecutive no-show appointments, you will be discharged from our services.**