

OUR COMMITMENT TO CARE

Aurora Audiology carefully schedules appointments to ensure each patient receives the proper amount of time with our clinical team. It's important that you keep your appointment and arrive on time. We recommend arriving about 15 minutes early to complete any necessary paperwork and allow our staff time to update your insurance and demographic information.

APPOINTMENT REMINDERS

As a courtesy, we send an email or text reminder four days before your appointment, including the date, time, and an option to confirm or cancel, which is received immediately by our system.

- If you confirm through this initial reminder, you will receive a final email or text reminder two days before your appointment.
- If we do not receive a response, we will make a final reminder call one business day prior to confirm or cancel. (For Monday appointments, calls may be made the previous Thursday.)

If you need to cancel or reschedule, please contact us at least 24 hours in advance so we can offer that time to another patient. We understand that emergencies occur, but advance notice is greatly appreciated.

- Failure to cancel or reschedule will result in a **\$50 no-show fee**, which is not covered by insurance.
- This fee must be paid before rescheduling or receiving additional services.
- First-time missed appointments for new patients will not incur a fee, but future missed appointments will.
- After three consecutive no-shows, you may be discharged from our care.

LATE ARRIVALS

Out of respect for all patients, arriving more than 10 minutes late may result in one of the following:

- If your visit is for a non-functioning hearing aid, you may leave it with us for evaluation within one business day.
- If available, you may be seen by another provider or later the same day with your scheduled provider.
- You may be asked to reschedule your appointment.