



RICHMOND

ORAL SURGERY ASSOCIATES
ACQ, LLC

OFFICE CANCELLATION POLICY – EFFECTIVE SEPTEMBER 10, 2018

Please understand that your surgery appointment is **NOT** a routine office appointment and **MUST** be followed with the following cancellation policy:

A 10% fee of the estimated charges, with a \$250 minimum (whichever is greater) will be charged if:

1. You do not follow the attached pre-operative instructions.
2. You do not provide 24 business hours' notice, if you are unable to keep your appointment.
3. You do not show up for your appointment.
4. If you are running late for your appointment without calling to let us know, must actually speak to the office, not answering service.

Payment will be collected prior to your scheduled surgery, so please make sure funds are available.

In the event you present for surgery under the acute influence of illegal drugs, alcohol, or marijuana, due to your safety being of the utmost importance, your surgery will be cancelled and the 10% fee will be enforced.

IN ORDER TO RESCHEDULE YOUR SURGERY THE FOLLOWING WILL APPLY:

1. Your portion plus any additional fees **MUST BE PAID** prior to rescheduling the appointment.

CANCELLATIONS MUST BE MADE DURING NORMAL BUSINESS HOURS:

- Monday – Friday: 8 AM to 4 PM
- Must **NOT** be left with the answering service after hours

**** I acknowledge that I have read this and understand all requirements, and I am responsible for this fee should I fail any of the requirements above.**

(Signature of patient/guardian)

X _____
(Date)