



LEAH WILKINSON KEYLARD DOCTOR OF AUDIOLOGY, A.U.D. CCC-A

SPECIALIZING IN HEARING AND BALANCE DISORDERS ♦ HEARING AIDS ♦ CUSTOM HEARING PROTECTION

Appointment Cancellation and No-Show Policy

Our goal at Key Hearing is to provide quality medical care in a timely manner. In order to do so we have had to implement an appointment cancellation/no show policy. The policy enables us to better utilize available appointment times for our patients in need of medical care.

Cancellation or Rescheduling of an Appointment

To be respectful of the medical needs of the Key Hearing Clinic and fellow patients, if it is necessary to cancel or reschedule your appointment, we require that you call 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care who is in urgent need of treatment. This is how we can best serve the needs of our patients. Failure to cancel at least 24 hours in advance will result in a \$100 cancellation fee.

How to Cancel Your Appointment

Please call (425) 277-9521 twenty-four hours in advance to cancel your appointment. If you do not reach the office staff or it is after normal business hours you may leave a detailed voice mail. You may also cancel by fax (425) 277-9522 or email frontdesk@keyhearing.com.

No-Show Policy

A “no-show” is someone who misses an appointment without cancelling 24 hours prior. No-shows inconvenience those individuals who need access to hearing and balance care in a timely manner. If you fail to arrive at the time of your appointment, we will record in your chart a “no show” note and it will result in a \$100 fee. Three “no-shows” will result in the suspension of any services.

Thank you for your cooperation and understanding of our Appointment Cancellation and No Show Policy.

Please arrive 15 minutes prior to your appointment with a copy of your **insurance card(s)** and **all completed paperwork**.