

ENT and Audiology Center of Southlake

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Diplomate of the American Board of Otolaryngology

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SURGERY SCHEDULING INFORMATION

RESCHEDULING AND CANCELLATION

Please consider your surgical date carefully before scheduling. Your surgery requires the coordination of several providers, including the surgeon, anesthesiologist, facility and possibly a pathologist. Pre-operative and post-operative prescriptions are frequently prescribed. Thus, it is difficult to make changes to a surgery date once it is scheduled. Surgery that is electively rescheduled will incur a \$100.00 rescheduling fee. If you proceed with surgery on the rescheduled date, the fee is refunded to you; however a second reschedule or cancellation will result in forfeiture of the fee. Except under extenuating circumstances, if a surgery is cancelled two times, it will not be rescheduled.

PREOPERATIVE DEPOSIT

We know you consider many factors in scheduling the timing of your surgery, including the expenses you will incur. Thus, we want you to be aware of our preoperative policy regarding your benefits.

Approximately two weeks before surgery, we will verify your insurance benefits and notify you of the amount of your pre-surgical deposit. If you have a policy with a deductible and/or coinsurance, the preoperative deposit is due seven (7) days before surgery. This deposit is required to proceed with surgery. The surgery will be rescheduled or cancelled if the deposit is not received before surgery.

This deposit is an estimate of what you will owe the surgeon for your surgery and is not a guarantee of your full financial obligation. Upon final processing of the surgical claim, you will receive an Explanation of Benefits from your insurance company that will provide exact information about the surgical fees. All fees will be determined based upon contractual terms between your insurance company and the surgeon. Based on that contractual settlement, if anything further is owed, you will receive a statement from us. If a refund is due to you, we will promptly send you a check. Pre-op deposits of electively cancelled surgeries will be refunded, less a 5% credit card processing fee, if a credit card was used for payment.

FINANCIAL INTEREST

Our physicians may refer you to a facility where they have a financial interest. You have the option, at your discretion and without repercussions, to choose another facility for your procedure, assuming your specific surgical needs can be met at another facility. Dr. Bryan has an interest in Texas Pediatric Surgery Center, Harris Methodist Southlake, and Forest Park Medical Center. Dr. Mettman has a financial interest in Harris Methodist Southlake and Forest Park Medical Center. Alternative facilities for your procedure may include Cook Children's Northeast Hospital, Baylor Regional Medical Center at Grapevine, or Baylor Surgicare in Bedford.

Patient Name

Patient Signature

Date

2015

**660 W. Southlake Blvd, # 100
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