

# **ENT and Audiology Center of Southlake**

**Michael D. Bryan, M.D.**

*Diplomate of the American Board of Otolaryngology*

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*Otolaryngology-Head and Neck Surgery*

## **APPOINTMENT CANCELLATION POLICY**

Our office schedules by appointment only and we frequently receive calls from patients with urgent concerns who request immediate attention. In consideration of other patients, please notify us as soon as possible if you will not be coming to your scheduled appointment. We will gladly find another time to see you, and we will then be able to offer your time to another patient.

If you cancel less than 24 hours before your appointment time with any of our providers or 'no show' your appointment, there will be a \$50.00 rescheduling fee due before your next appointment.

If your appointment includes both an audio appointment with Dr. Brooke Smith and an appointment with either Dr. Bryan or Dr. Mettman, the late cancellation/no-show fee is \$100.00 because two providers have reserved time for your evaluation.

New Patients, who cancel less than 24 hours before their appointment or who 'no-show' their first appointment, may not be rescheduled.

## **CANCELLATION WAITING LIST**

Any patient may request to be placed on our Cancellation Waiting List, so that their appointment date can be moved up if an opening arises. We make every effort to contact patients on the Cancellation List before filling open appointments with new callers. Depending upon the complexity of your problem and concerns, we are frequently able to move your appointment date up, as openings become available. Unfortunately, all patient appointments are not interchangeable based upon the needs of the patient, but we make daily changes in our schedule to accommodate all patients, especially those with urgent concerns.

