



Surgery Cancellation Protocol

We acknowledge that arranging surgery marks a pivotal moment in your health care journey. Nevertheless, certain situations may arise requiring the cancellation of your surgical appointment. To uphold clarity and openness, we have implemented the following guidelines concerning surgery cancellations.

Initial Cancellation (Before two weeks)

- If you need to cancel your surgery appointment two weeks before the scheduled date, a clinic assistant will contact you to schedule a telemedicine visit with one of our physician assistants (PAs).
- The PA will have a conversation with you to understand the reasons behind the cancellation and assess whether it is possible to reschedule the surgery.

Second Cancellation:

- In the event of a second cancellation by the patient, a licensed practical nurse (LPN) or clinical manager will contact you.
- The administrative team will review the documentation and make a decision regarding your continued treatment.
- If you are undergoing treatment for ENT cancer, the decision may involve consultation with the board.

Dismissal Outcome:

- If dismissal from our practice is necessary, you will be required to seek treatment from a different ear, nose and throat (ENT) specialist.
- Emergency care will only be provided by our facility up to 30 days following dismissal.

We strive to provide the best possible care to all our patients, and this protocol is in place to ensure fairness and efficiency in our scheduling process. If you have any questions or concerns regarding this policy, please do not hesitate to reach out to our office.