



ASSOCIATED
ORAL & MAXILLOFACIAL
SURGEONS

Associated Oral & Maxillofacial Surgeons Missed Surgery Appointments Practice Policy

Our goal is to provide quality health care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers and staff, but our other patients as well. Please be aware of our policy regarding missed surgery appointments.

Surgery Cancellation

When you book your surgery appointment, you are holding a space on our calendar that is no longer available to our other patients. In order to be respectful of your fellow patients, please call our office at (309) 682-1213 to reach the Peoria office, or (309) 344-3311 to reach the Galesburg office as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we encourage that you call our office a minimum of 72 hours in advance. Your advanced notice will allow time for another patient to have access to that appointment time. If you fail to show up for your scheduled surgery, or if you cancel your surgery appointment for a second time and wish to reschedule, you will be required to make your deposit payment in full to reserve another appointment time.

How to Cancel Your Surgery Appointment

If you need to cancel your appointment, please call the office between the hours of 8:00 am – 4:30 pm Monday through Thursday, and 7:30 am – 2:00 pm on Friday. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

Late Cancellations/No-Shows and when a fee will incur

Surgery that requires 45 minutes or more of allotted time on our schedule, failed surgery appointments, or multiple cancellations, requires your pre-payment to be made in full to reserve a place on the schedule. A cancellation is considered late when the appointment is cancelled with less than 24 hours' notice before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, we will refund your deposit payment made, less a \$175.00 missed appointment fee. (Exceptions may be made in the event of an unforeseen emergency, such as an illness or accident)