



### Cancellation and Late Policy

Thank you for trusting AHAS, Doctors of Audiology, with your hearing healthcare. Your appointment with the provider is especially important. If you need to cancel your appointment, please contact our office as soon as possible.

If you are more than 10 minutes late to your appointment, you will be asked to reschedule. We understand there may be times when an unforeseen circumstance or emergency may occur, and you may not be able to attend your scheduled appointment. After three (3) no shows, there is a risk of dismissal from the practice.

This helps us avoid long wait times for you and other patients of the practice and provides us adequate time to treat you during your scheduled visit.

### Patient Code of Conduct

AHAS, Doctors of Audiology is committed to providing high-quality care to our patients. To ensure that our clinics are safe and caring, we ask that patients and visitors adhere to the Code of Conduct set forth, which includes the following:

- Staff members and other patients will be treated with kindness, dignity, and respect. Offensive comments of any nature are unacceptable and will not be tolerated.
- All patients and visitors will use respectful language and show appropriate behaviors. Physical or verbal threats, suggestive or explicit words, phrases, gestures, or actions will not be tolerated.
- All patients and visitors will respect patient privacy and avoid disrupting another patient's care or experience.

If guidelines are not followed, the patient is at risk of dismissal from the practice. AHAS, Doctors of Audiology will guide patients with recommendations of other hearing healthcare options, if this should occur.

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Patient Signature

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Date