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CANCELLATION POLICY

Greater Louisville Oral and Maxillofacial Surgery Associates

Effective Date: 10 July 2025

IMPORTANT: This policy is equally applied to all patients without discrimination unless outlined in Section 5.1.2 Special Patient Population Exclusions to the Cancellation Policy. If you believe the cancellation policy has been unfairly applied to you, contact the Office Manager listed below to file a complaint.

At Greater Louisville Oral and Maxillofacial Surgery Associates, we strive to provide exceptional care to all our patients. To maintain efficiency and ensure appointment availability for everyone, we have established the following cancellation policy. Your cooperation helps us manage our schedule effectively and allows us to provide timely care to all patients.

If you have questions about this policy, contact:

LISA KRALICK
Greater Louisville Oral & Maxillofacial Surgery Associates
3101 Breckenridge Lane
Suite 2D
Louisville, KY 40220
502-459-8012
Medrecc@louom.com

1.1 Notice of Cancellation Policy

Our practice will always have the current cancellation policy available upon request, on our website, and present an abbreviated policy on all treatment plans. In addition to these disclosures, our team makes every effort to notify each patient of the cancellation policy and possible charges associated with broken appointments at the time of scheduling each appointment. It is our expectation of our patients to not only be aware of our practice policies as outlined both in writing and verbally, but also to fully understand the policies prior to committing to an appointment.

Changes to the cancellation policy may occur without advance notice to those patients already appointed; however, if changes to the policy - including broken appointment charges - are made, our team will honor the cancellation policy in place at the time of the original appointment.

Professional Building East, Suite 2D • 3101 Breckenridge Lane • Louisville, KY 40220 • Phone: 459-8012
St. Helens Dental Arts Building, Suite 103 • 4040 Dixie Highway • Louisville, KY 40216 • Phone: 449-1163
13833 English Villa Drive • Louisville, KY 40245 • Phone: 753-3391

www.louisvilleoralfacialsurgery.com

By scheduling an appointment, you acknowledge and accept the terms of this cancellation policy.

2.1 Appointment Confirmations

Our practice will attempt to confirm your appointment with you prior to the cancellation policy period. This attempt may be an automated message or call, a series of automated communications, and/or a personal phone call made by a member of our team. It is your responsibility to confirm your appointment prior to the cancellation policy period. Unconfirmed appointments may be removed from the schedule or reappointed as a work-in appointment. Not confirming your appointment will not result in charges incurred unless you no-show your appointment or violate the cancellation policy as outlined here.

3.1 48-Business Hours' Advance Notice of Change to Scheduled Appointment Time

All appointments require 48-business hours' notice of any changes needed to an existing appointment. Any cancellation or reschedule request must be received by our team via phone 48-business hours prior to the start of your scheduled appointment time. Any broken appointment will be subject to a broken appointment charge due prior to being rescheduled.

Business hours for our practice are defined as Monday through Friday, 8:30 am to 5:00 pm. Notices left either outside of regular business hours, on weekends, or a federal holiday will be considered received on the next regular business day.

3.2 Office Closures and Changes to Appointment Times

If our office needs to change an existing appointment, our team will notify you with as much advance notice as possible through any contact preferences you indicated on your paperwork. It may be that in the case of power outage, extreme weather, sudden provider illness or family emergency, or any act of God, our team may be unable to notify you of changes to your appointment in advance. If the office is unable to contact you, or we are unable to provide notice of closure in advance, the office will provide written notice on the building itself for any patient who may arrive for their original appointment. If our office requires a change to an existing appointment, no charge will be incurred by the patient to reappoint.

4.1 Notices of Change to Scheduled Appointment Time Made via Phone

It is important to note that our office does not accept text, email, or social media notifications advising of a need to reschedule or cancel an appointment. All requests to change an existing appointment must be made with our team by calling 502-459-8012. If we are unable to answer your call due to assisting other patients, please leave a voicemail with your name, date of birth, date and location of your appointment you wish to change. You will receive a call back from a member of our team to discuss your requested reschedule or to confirm that your appointment has been canceled.

4.2 Voicemail Messages Regarding Appointment Changes

If our office is attempting to reach you, or is returning your call, and we reach your voicemail inbox, we are limited by the HIPAA Privacy Rule to limit the amount of information left on a voicemail. Anything beyond this sample voicemail message may constitute impermissible disclosure and would violate federal law: "This is Jane with Greater Louisville Oral and Maxillofacial Surgery Associates calling for Mary. Please give our office a call back at your earliest convenience at 502-459-8012."

If our office reaches your voicemail inbox and is unable to leave a message due to a full inbox or an inbox that has not yet been set up, a broken appointment charge may still be applied to your account. It is your responsibility to ensure that our office is able to reach you to discuss your appointment.

5.1 Charges Applied for Broken Appointments

Broken appointment charges are applied to violations of our cancellation policy in an effort to protect our schedule from last-minute changes, which can affect other patients on the schedule. The cancellation policy takes into account that there may be other patients

waiting for a sooner appointment - and your appointment could be the one they need if you can no longer make it.

Broken appointment charges may be added to your account without verbal or written notice in the following circumstances:

- You did not provide us with adequate notice, and our team was unable to reach you to discuss rescheduling
- You did not arrive at your appointment as scheduled, and our team was unable to reach you during that business day

Any broken appointment charges applied to your account are owed prior to reappointment. There are exceptions that would result in our team waiving a previously applied broken appointment charge; however, those are at the discretion of the team member and/or the provider, and are determined on a case-by-case basis. Broken appointment charges are not subject to appeal if not waived at the time the charge was incurred, or at the time the charge was first addressed following a no-show appointment. Any deposits required for specific types of appointments, as indicated on your treatment plan prior to scheduling, and paid at the time of scheduling, may be forfeited in part or in whole to cover the cost of the broken appointment charge.

Charges are incurred for each broken appointment occurrence. Broken appointment charges cannot and will not be refunded, nor applied towards outstanding balances, unless indicated in writing by our team. Patients with a record of habitual broken appointments may be subject to the following penalties, up to and including dismissal from the practice.

- Deposits for applicable appointment types will be considered non-transferable and non-refundable
- Same-day appointment availability without the opportunity for future date appointments
- Notification to the original referring provider of the pattern of non-compliance with practice policy

Insurance policies will not cover the cost of broken appointment charges. Our office cannot bill your insurance carrier for charges you incur, nor can you file for coverage for a broken appointment charge.

5.1.1 Broken Appointment Charge - by Appointment Type

Failure to notify our team of your inability to attend a scheduled appointment may result in the following charges:

- \$50.00 for Consultations
- \$100.00 for Surgical Appointments

5.1.2 Special Patient Population Exclusions to the Cancellation Policy

The following patient populations are not subject to broken appointment charges; however, they are subject to the dismissal policy outlined in Section 6.1 Dismissal Policy.

- Active Duty Military Members
- Veterans Affairs Patients Referred by the VA to a Community Care Provider
- Active Medicaid Beneficiaries

It is important to note that it is permissible to charge for broken appointments for Medicare Beneficiaries. Medicare will not cover the cost of broken appointment charges.

Patients with ADA accommodations known to our practice, which limit mobility and/or comprehension, may be considered excluded from complying with this policy for the first violation. There is no legislation prohibiting the enforcement of broken appointment charges, though it is our practice policy to ensure that patients with known physical or mental limitations are advised without doubt of their understanding of the cancellation policy prior to incurring a charge.

6.1 Dismissal Policy

Patients with a pattern of broken appointments may be subject to dismissal from our practice, with advance notice. Our team makes every attempt to ensure all patients receive appropriate appointment communication to prevent broken appointments. Patients are

allowed three (3) broken appointments before being considered for dismissal from the practice. Dismissed patients will receive notice in writing detailing the reason for dismissal. A dismissed patient whose treatment has been provided within the last 30 calendar days will, as indicated by law, continue to have access to their original provider for emergency follow-up care. Dismissals are not subject to appeal. Dismissed patients still retain their rights to their confidential health information as outlined in our Notice of Privacy Practices.

Patients with a Financial Hardship Waiver are not subject to this policy.

The following patient populations are subject to a stricter dismissal policy due to the inability to apply broken appointment charges.

- Veterans Affairs Patients Referred by the VA to a Community Care Provider
- Active Medicaid Beneficiaries

Patients subject to the stricter dismissal policy are allowed [3] broken appointments before being considered for dismissal from the practice. The same conditions of dismissal detailed above apply.

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