

Office Appointment Policies

We are glad that you have scheduled an appointment to see Dr. Rau! He takes pride in addressing all of your concerns and likes to give you the time that is needed to do so. With that in mind, please acknowledge the following:

- When an appointment is made, that time is reserved exclusively for you. We strongly encourage you to keep your scheduled appointment. If you must change your appointment, we very much understand but require at least 24 hours' notice.
- Any appointment that is cancelled with less than 24 hours' notice will require an upfront nonrefundable consult payment of \$100 to reschedule that appointment. This consult fee will be applied to your scheduled surgery/procedure if a surgery is planned.
- Any patient who misses 2 appointments without notifying our office will have to pay an additional \$100 to reschedule again.
- We understand that, for families, it can be difficult scheduling appointments; however, to ensure your full attention so that we can serve you best, we request that children are not present for consultations if possible.
- We do our best to stay on time and request that you be on time also. Please try to arrive 10 minutes early to fill out paperwork.