

Cancellation, No Show and Late Arrival Policy

Your Optometry providers want to make sure that you and the other area residents have access to high-quality eye care when you need it. To ensure maximum access to eye services for all of our patients, please be aware of the following appointment policy:

Scheduled Appointments: If you cannot make your scheduled appointment, you must call us at least 24 hours in advance to let us know. This allows us enough time to offer your appointment to another patient. Failure to provide at least 24 hours notice counts as a missed appointment.

Missed Appointments: Missed appointments will be documented in your record with us. If you miss more than three eye appointments you will no longer be able to schedule another appointment for routine care in the optometry department. You can still be seen for routine care on a time available, walk in basis only, but must realize that appointed patients and emergencies will take priority.

Late Arrivals: If you arrive more than 15 minutes late for your scheduled appointment you will be given one of the following options:

- You may reschedule the appointment
- Wait for a same-day opening in the schedule, that will permit the scheduled work to be completed or
- If possible a portion of the scheduled work will be completed during the remaining appointment time.

If you have any questions about the Cancellation, No Show and Late Arrival Policy, please speak with any of the optometry staff.

I understand and agree to abide by this cancellation, No Show and Late Arrival Policy.

Patient Name

Patient Signature

Date

Parent/Guardian Name (for patients under 18 years of age)

Parent/Guardian Signature (for patients under 18 years of age)

Date