

## **Cancellation Policy**

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. However, advance notice allows us to fulfill other patient's scheduling needs and keeps the office operating at its most efficient level. Due to our one-on-one, 30-minute examinations, missed appointments are a significant inconvenience to your optometrist, the office, and other patients.

This policy is in place out of respect for our optometrists and our patients. Cancellations with less than 24-hours notice are difficult to fill. By giving last minute notice or no notice at all, you prevent someone else from being able to schedule into that time slot, and leave a 30-minute hold in your optometrist's schedule.

**1. Please provide our office with 24-hour notice to cancel or reschedule an appointment.**

Patient's who do not attend a scheduled appointment or do not provide 24-hour notice to change a scheduled appointment you will **be responsible for a \$40 service charge**. This charge cannot be billed to insurance and must be paid before the next scheduled appointment.

2. We reserve your half an hour appointment time just for you. We do not double-book our patients so that we may provide optimum examination outcomes for all our patients. 24-hour notice allows us to offer that time to a wait-listed patient.

3. After two missed or canceled appointments, without the appropriate 24-hour notice, you may be placed on a same day scheduling policy for your examinations, which would not allow you to schedule any appointments.

**NOTE: You will never be charged for a cancellation if it is made more than 24-hours in advance of your scheduled appointment time.**

I have read, understand, and agree to abide by the policy above:

**Print Patient Name:** \_\_\_\_\_

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_