



APPOINTMENT POLICY

At Eyes & Optics, our goal is to provide quality wellness eye care to all of our patients.

"No-shows" and late cancellations inconvenience those individuals who need access to quality eye care in a timely manner. We would like to remind you of our office policy regarding missed and late cancelled appointments. This policy enables us to better utilize available appointments for our patients in need of medical care.

APPOINTMENTS:

Annual wellness eye exams and follow-ups are by appointment only, except in the case of an emergency treatment by the doctor's discretion. When calling to schedule your exam, we will ask the reason for your visit, which will allow us to schedule yours and the doctor's time more efficiently. We ask that you arrive 15 minutes early to your appointment.

Please bring the following with you: drivers license, vision and medical insurance cards, medication list, and current eyewear (i.e. glasses, sunglasses, contact lenses, etc.)

If you are a new patient or scheduling for a family of two or more members, we will ask for a credit card on file. You will not be charge any additional fees when present at the time of your appointment.

LATE APPOINTMENTS:

We understand that delays can happen, however, we must try to keep the other patients and doctors on time. If a patient is ten (10) minutes past their scheduled time, we may ask that you reschedule the appointment. If we are able to work you into the schedule, you may experience a wait time until you are seen.

CANCELLATION OF AN APPOINTMENT:

When scheduling your appointment, we are reserving time for your needs that can be addressed to the doctor. We understand that there are times when you must miss an appointment due to emergencies or obligation for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from receiving necessary treatment.

In order to be respectful of the medical needs of other patients, please be courteous and call if you are unable to show up for an appointment. The cancelled appointment will be reallocated to someone who also requires quality wellness treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to quality eye care.

LATE CANCELLATIONS:

A late cancellation is considered when a patient fails to cancel their scheduled appointment within a 24-hour advance notice.

If an appointment is not cancelled at least 24 hours in advance, you will be charged a twenty-five dollar (\$25) fee; this will not be covered by your insurance company.

NO SHOW AND LATE POLICY:

A "no-show" is someone who misses an appointment, after confirming their appointment, without canceling it. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show." This includes patients that need to be rescheduled due to being ten (10) minutes past their scheduled appointment (late). Twenty-five dollar (\$25) fee will be applied and/or charged; this will not be covered by your insurance company.

PAYMENT:

Payment is due in full at the time of service.

Signature

Print Name

Date