



## Cancellation and Missed Appointment Policy

*An appointment in our schedule is a bond of trust that we will be here to serve you and you will be present for treatment. We strive to create a schedule that most efficiently provides for the needs of all of the patients we serve.*

We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of medical care.

### **Our Appointment Policy**

Please arrive on-time to your scheduled appointment. Late arrivals cause schedule delays for those patients who arrive promptly at their appointment time. Late arrivals will be worked into the schedule if time allows or re-appointed to another day. Our office policy is firm in this regard.

### **Cancellation of an Appointment**

Because of the level of service we provide our patients, your appointment is especially held just for you, so that we have the right amount of time for your visit at our office. 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 getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" schedule.

In order to be respectful of the medical needs of other patients, please be courteous and call The Vision Center promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of 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 timely medical care.

## Scheduled Appointments

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

### No Show/Late Cancellation Policy:

A "no-show" is someone who misses an appointment, after confirming their appointment, without canceling it. A "late cancellation" is considered when a patient fails to cancel their scheduled appointment with a 24-hour advance notice.

A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show."

After 2 "no-shows", we will be unable to schedule any further appointments for you without pre-paying an **examination deposit of \$50**. This fee will be adjusted if necessary when you check out after your appointment if you are using insurance. The pre-paid exam fee is **not refundable** if you fail to show for this appointment. If more than one person in the family is put on "walk-in only" status, then the entire family might be placed on this status as well. This means that if you would like to be seen, you can pre-pay the exam deposit or you will need to come to the office during normal business hours and we will let you know if there is an opening that you may fill. There is no guarantee that you will be able to be seen at that time.

### How to Cancel Your Appointment

To cancel appointments, please call **The Vision Center at (607)796-6284** or email us at **info@thevisioncenterny.com**. If you would like to reschedule your appointment, please leave your phone number or email. We will contact you to re-schedule at the next available appointment time.