

## **EyeSense No Show/No Call Cancellation Policy**

June 1, 2020

We understand that situations arise in which you must cancel your appointment. It is therefore requested that if you must cancel your appointment you provide more than 24 hour notice. This will enable for another person who is waiting for an appointment to be scheduled in that appointment slot. With cancellations made with less than 24-hour notice, we are unable to offer that slot to other people.

Patients who do not show up for their appointment without a call to cancel an office appointment will be considered as NO SHOW. A NO SHOW FEE of \$25 will be charged to you if you do not give at least 24-hour notice prior to cancellation of your appointment. Patients who NO SHOW three (3) or more times in a 12-month period, may be dismissed from the practice thus they will be denied any future appointments.

The NO SHOW FEE is the sole responsibility of the patient and must be paid in full before the patient's next appointment.

We understand that Special unavoidable circumstances may cause you to cancel within 24 hours. NO SHOW FEE or dismissal may be waived, but only with management approval.

When patients schedule an appointment Staff will inform patients that a 24-hour notice is required for cancellation of an appointment in order to be able to re-schedule, and that a patient will be charged \$25 if a 24-hour notice prior to cancellation of the appointment is not given.