



LIFETIME
vision care

No-Show or Late Cancellation Policy

We understand that circumstances may arise that require you to cancel or change your appointments. However, to ensure the availability of our appointments to all of our patients, we have implemented the following policy regarding missed appointments and late cancellations:

- 1. No-Show Policy:** A “no-show” is defined as missing an appointment without contacting the office to either reschedule and/or cancel the appointment. If you fail to show up for a scheduled appointment, you will be charged a \$50.00 fee. This fee will be billed directly to you the same day the appointment is missed and is not billable to insurance.

New Patients: *Please understand if you fail to keep your first scheduled appointment with our office we reserve the right to not schedule any further appointments for you.*

Established Patients: *Please understand if you No-Show three (3) times with us we reserve the right to not schedule any further appointments for you.*

- 2. Late Cancellation Policy:** A “late cancellation” is defined as canceling an appointment with less than 24-hour notice before the scheduled appointment time. If you need to cancel or reschedule, please notify us at least 24 hours in advance to avoid a fee. If you fail to cancel in advance, you will be charged a fee of \$50.00. This fee will be billed directly to you and is not billable to insurance.
- 3. Appeals:** Exceptions to this policy may be considered on a case-by-case basis, such as emergencies or sudden illness preventing attendance. Please contact our office as soon as possible if you encounter such circumstances.

By scheduling an appointment with us, you acknowledge and agree to abide by our no-show and late cancellation policy.

Thank you for your understanding and cooperation in helping us serve you better.
