

## **MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY**

Thank you for trusting your medical care to Williamson Eye Institute. When you schedule an appointment with Williamson Eye Institute we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Effective January 1, 2019 any established patient who fails to show or cancels/reschedules an appointment a second time and has not contacted our office with **at least 24 hours' notice** will be considered a No Show and charged a **\$30.00 fee**.
- Any established patient who fails to show or cancels/reschedules an appointment with no 24 hour notice a **third** time will be charged a **\$50.00 fee**.
- If a **fourth** No Show or cancellation/reschedule with no 24 hour notice should occur the patient may be **dismissed** from Williamson Eye Institute.
- Any new patient who fails to show for their initial visit will not be rescheduled.
- The fee is charged to the patient, not the insurance company, and is **due at the time of the patient's next office visit**.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee. You may contact Williamson Eye Institute 24 hours a day, 7 days a week at the numbers below. Should it be after regular business hours Monday through Friday, or a weekend, you may leave a message. Messages are acceptable.

**Exception:weather**

**I have read and understand the Medical Appointment Cancellation/No Show Policy and agree to its terms.**