

Appointment/Cancellation/No Show Policy

Appointments

Office visits are by appointment only please call (305-247-2334). The receptionist may ask about the reason for your visit. This helps us schedule the doctors time more efficiently. Please arrive 15 minutes early for your appointment. Patients who are late for any appointment may be asked to reschedule at the physician's discretion. Remember to bring all of your prescriptions, over-the-counter medicines, vitamins and supplements to each office visit. This will enable your doctor to review the medications at each visit. Please bring all you eyewear including contacts, sun glasses, computer glasses, reading glasses and distance glasses.

Cancellations

We would like to thank you for being a patient in our office. We value all of our patients and strive to provide the best vision care possible in the most comfortable setting. Please understand that when we schedule your appointment, we are reserving time for your particular needs. We kindly ask that if you must change an appointment, please give us at least 24 hours' notice. This courtesy makes it possible to give your reserved time to another patient who would like it. We know that your time is valuable. When your appointment is made, a room is reserved, your records are prepared, and special instruments are readied for your visit. Except in the case of emergency treatment for another patient, you can expect us to be running on schedule. If you are unable to keep an appointment, we ask that you cancel at least 24 hours in advance. If this is not possible, call as soon as you can so that another patient can be given your appointment time.

Missed Appointments (Non-Cancelled)

We understand that occasional missed appointments can occur for a variety of reasons. When you miss an appointment without canceling, someone else who could have been seen in your place is delayed unnecessarily. We track missed (non-cancelled) appointments. A "No Show/Late Cancellation" is defined as missing an appointment without cancelling at least 24 hours before scheduled time. There will be a charge for a missed or non-cancelled appointment. Insurance will not cover charges for no show/late or late cancellation fees. The \$45 charge is in addition to any other charges you may have incurred. No refunds will be given. Repeated missed appointments may result in your physician sending a letter discharging you from the practice. We will offer 30 days of emergent care only and transfer your medical records when you find a new physician.

Payment

Payment is due in full at the time of service no exceptions.

Patient name

Signature

date