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APPOINTMENT CANCELLATION/NO-SHOW POLICY

We schedule our appointments so that each patient receives an ample amount of time to be seen and address their medical needs by our doctors. That is why it is very important that you arrive on time 10 minutes before your appointment. New patient paperwork or established patient paperwork will need to be filled out for the doctors.

As a courtesy, and to help patients remember their scheduled appointments, *Foothills Vision Center* sends text messages and or email reminders 3 days and 1 day in advance of your appointment time.

If your schedule changes and you cannot keep your appointment, please contact us as soon as possible so we may reschedule you, and accommodate those patients who are waiting for an appointment. As a courtesy to our office as well as to those patients who are waiting to schedule with our doctors, please give us at least 72 hours notice or a **\$50.00** fee may be charged.

- ***After three consecutive no-show appointments, cancellations or rescheduled appointments, our practice may decide to terminate its relationship with you.***
- ***Any new patient who fails to show for their initial appointment will not be rescheduled.***
- ***Cancellation/No-Show fees are charged to the patient, not the insurance company, and are due at the time of the patient's next appointment.***

*This policy is for repeated no-shows, cancellations and reschedules.

If you have any questions regarding our policy, please give our office a call or email us and we will be happy to answer your questions.