



## **City of Vision Late Cancellation & No-Show Policy**

### **Statement**

As a courtesy to our patients, we make every effort to prepare for a patient's examination. Our administrative team will reserve the appointment time, prepare previous examination records, and send a reminder by email, text message, or phone call to confirm the appointment. Our billing department will research and verify insurance information to insure coverage for the examination. Our billing department will do their best to contact patients by phone well in advance of the appointment to inform of any concerns. Lastly, our doctors will review patient history before their arrival at our office.

We require all patients check in 10-15 minutes early to their scheduled appointment to get checked in, complete paperwork, and complete technician preliminary testing.

### **Late Arrivals**

City of Vision Eye Care is unable to guarantee an appointment slot if a patient arrives late. Late arrivals may be seen based on the same-day availability of providers on staff. It is the patient's responsibility to call our office as soon as possible to see if we can accommodate a late arrival.

### **Cancellations**

If a reserved appointment cannot be kept, it is the patient responsibility to cancel the appointment at least 24 hours in advance. If cancellations are made within 24 hours of the appointment reservation, there may be a delay before another appointment slot may be available.

### **Missed Appointments**

If a patient makes an appointment and does not show or contact the office to inform us of the situation, the appointment will be noted as missed. Missed appointments produce an undue burden to our staff, administrators, doctors, and other patients who are waiting for available appointment slots. As a result, City of Vision Eye Care maintains a 3-strikes policy on missed appointments.

#### **3-Strikes Policy**

1<sup>st</sup> No Show – No warning.

2<sup>nd</sup> No Show – Verbal warning, patient may schedule 1 more appointment before being placed on restriction

3<sup>rd</sup> No Show – Patient account is restricted to same-day-only appointments.

No show violations are active for 12-months and considered forgiven after a 12-month period.