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Patient Timely Arrival & Notice 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 its best to contact patients by phone well in advance of the appointment to inform them of any concerns. Lastly, our doctors will review patient history before they arrive at our office.

We recommend 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 up 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 looking for popular appointment slots. As a result, City of Vision Eye Care will allow 1 rescheduled appointment if we are not given notice under extenuating circumstances. After 2 missed appointments, City of Vision will no longer be able to reserve appointments for the patient and will see them on a same-day availability walk-in basis.

No-show violations are active for 24 months and considered forgiven after 24 months.