



# APPOINTMENT POLICY

## No Show/Cancellation/Late Arrival

### **Purpose**

Loden Vision Centers is committed to providing all patients with exceptional care. In our efforts to honor that commitment, we do not over book our appointment schedules so that we may dedicate the proper attention to each and every patient. Because we are a specialty clinic, we have many patients waiting to schedule appointments. When a no-show occurs, another patient loses an opportunity to receive care. This policy provides a guideline to improve access, minimize wait times and maximize the time our physicians spend with patients.

### **Definition No-Show**

A scheduled appointment for which a patient did not arrive and there was no indication from the patient or legal guardian that they would not be arriving for the appointment at least 24 hours prior to the appointment time.

### **No-Show Policy**

Patients or their legal guardians are expected to keep their scheduled appointments. If they wish to cancel or reschedule their appointments, they should contact us no later than 24 hours prior to their scheduled appointment time. Cancellations made inside of the 24-hour window will be considered a no-show. If a 24-hour notice is not received, a fee will be charged to your account based on the occurrences below. This fee is not covered by insurance and is therefore the sole responsibility of the patient.

- **First occurrence**  
Patient/legal guardian will receive a letter advising them of our policy.
- **Second occurrence**  
Patient/legal guardian will receive 2<sup>nd</sup> letter and a \$50 no show fee due prior to their next visit
- **Third occurrence**  
May result in dismissal from the practice and an additional \$50 no show fee

Patients will be informed of the now-show policy by Loden Vision Center's personnel while making appointments, at the front desk, and in electronic appointment reminders.

### **Cancellation Policy**

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. **If an appointment is not cancelled at least 24 hours in advance, you may be charged a \$50 fee. This fee is not covered by insurance and is therefore the sole responsibility of the patient.**

### **Late Arrival Policy**

Patients arriving more than 15 minutes late for a scheduled exam or non-urgent office visit may be required to reschedule their appointment.

Patients arriving more than 15 minutes late for an urgent work-in appointment will be seen as soon as the schedule allows.