



Financial Policy

No Show/Late Cancellation/Late Arrival

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 of our patients. Because we are a specialty clinic, we have many patients waiting to schedule appointments. When a no-show or late cancellation/reschedule occurs, another patient loses an opportunity to receive care. This policy provides a guideline to improve appointment access, minimize wait times and maximize the time our physicians spend with patients.

Definition of 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 two business days 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 two business days prior to their scheduled appointment time. Cancellations/reschedules not made inside of the two business days window will be considered a no-show. If a two business days' notice is not received, a \$ 50 fee will be charged to your account. This fee is not covered by insurance and is therefore the sole responsibility of the patient.

Late Cancellation/Reschedule Policy

We understand that there are times when you must cancel/reschedule an appointment due to emergencies or obligations for work or family. However, when you call with less than two business days' notice to cancel an appointment, you may be preventing another patient from getting much needed treatment. **If an appointment is cancelled or rescheduled with less than two business days' notice, you will 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 and could be subjected to a late cancellation/reschedule fee of \$50. This fee is not covered by insurance and is therefore the sole responsibility of the patient.

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

Print Name:

DOB:

Signature:

Date: