

Missed Appointment and Cancellation Policy

Due to an increased number of missed appointments and last minute cancellations Waxhaw Family Vision Care finds it necessary to change our current missed appointment 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 in a timely manner, you may be preventing another patient from getting a much needed appointment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" appointment book.

As of February 1, 2014, the new policy will be: **If an appointment is missed and has not been cancelled at least 24 hours in advance you will be charged a twenty five dollar (\$25) fee; this will not be covered by your insurance company and is non-refundable.** We reserve the right to dismiss patients from our practice after three missed appointments. Also, we understand that delays can happen however we must try to keep the other patients and doctors on time. If a patient arrives 15 minutes past their scheduled appointment time, it will be considered a missed appointment. The \$25.00 fee will apply and we will have to reschedule the appointment.