

We schedule our appointments so each patient receives the right amount of time to be seen by our physicians and staff, and that's why it is important that you keep your scheduled appointment with us and arrive on time.

APPOINTMENT CHECK IN

- Check in time for routine exams will be 15 minutes prior to your scheduled appointment to ensure we have enough time for the testing your doctor needs done before seeing you. Medical exams do not need to arrive early unless instructed by a member of our staff.
- Our staff will verbally inform you of your check in time upon scheduling, as the appointment reminder you will receive does not include the 15 minute early arrival
- If you arrive 15 minutes or more later than your scheduled appointment time, you will be rescheduled. If you know you are running late, please call our office and let our staff know.

NOTIFICATIONS AND REMINDERS

As a courtesy, and to help patients remember their scheduled appointments, Advanced EyeCare Centers will send several text message, phone call, and email reminders to the contact information you provide in advance of the appointment time, giving you several opportunities to reach out if you need to move your appointment.

CANCELLATIONS

- As a courtesy to our office as well as to those patients who are waiting to schedule with the physician, please give us at least **24 hours notice** if you cannot make it to your appointment.
- If your schedule changes and you cannot keep your appointment, please contact us right away so we may reschedule you, and accommodate those patients who are waiting for an appointment.
- If you do not cancel or reschedule your appointment with at least 24 hours notice, we may assess a \$35.00 charge to your account at our discretion. We are aware that emergencies do arise and sometimes you may not be able to cancel 24 hours in advance, however, please let us know as soon as you are able.
- These charges are not reimbursable by your insurance company. You will be billed directly for it.

NO-SHOWS

- At our discretion, a \$35.00 "no-show" fee may be added to your account if you do not cancel your appointment with 24 hour notice and/or do not show up for your scheduled appointment time.
- After three consecutive no-shows, our practice may decide to terminate its relationship with you.
- If any charges are incurred under these circumstances, you will be responsible for paying any fees at the time of scheduling your next visit with us.