

## No-Show/Late Cancellation Fee

Effective May 1, 2008

Due to the high costs of operating a practice and the increase in patients failing to show for confirmed appointments and canceling their appointments within short times of their planned arrivals, we have had to adopt a no-show/late cancellation fee as part of our office policy. The policy will go into effect May 1, 2008 and the fee will be \$35.00 for a missed examination appointment. For contact lens patients who have follow-up appointments included in their contact lens professional fees, failure to show or late cancellation will result in that visit being forfeited.

Patients will be advised at the time their appointments are scheduled and when they are confirmed that this policy is in place and that they have 24 hours from the time of the appointment to cancel without incurring this fee.

While there may be a variety of reasons why patients may not be able to keep their appointments, the operating costs of the practice do not change. In an effort to apply this policy fairly to all of our patients, please do not ask us to make any exceptions in this policy.

We look forward to seeing all of our patients and providing the care they need. We hope not to have to assess anyone this fee.

I acknowledge that I have been informed of this policy and have had an opportunity to have any questions answered.

\_\_\_\_\_  
Patient's signature

\_\_\_\_\_  
Date