

### **APPOINTMENT POLICY:**

At Hinsdale Advanced Eye Care, our goal is to provide the best quality eye care to all our patients. “No-shows” and late cancellations inconvenience those individuals who need access to quality eye care in a timely manner. We would like to remind you of our office policy pertaining to missed and late cancellation of appointments. This policy enables us to better utilize available appointments for our patients in need of medical care.

Thank you for your understanding.

### **APPOINTMENTS:**

Annual comprehensive encounters and follow-ups are by appointment only, except in the case of a medical emergency by the doctor’s discretion. We ask that you arrive 10 minutes early to your appointment.

Please bring the following with you: driver’s license, vision and medical insurance cards, all current eyewear and any contact lens prescriptions. We kindly ask that you clarify with the administrators at the time of appointment if there are any outside records that need to be sent to our office prior to your visit.

### **LATE ARRIVAL TO APPOINTMENTS:**

We understand that a delay can happen, however, we must try to keep the other patients and doctor on time. ***If a patient is fifteen (15) minutes past their scheduled time, we may ask that you reschedule the appointment.*** If we are able to work you into the schedule, you may experience a wait time until you are seen.

### **CANCELLATION OF AN APPOINTMENT:**

When scheduling your appointment, we are reserving time for your needs that can be addressed with the doctor. We understand that there are times when you must miss an appointment due to emergencies or obligation for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from receiving necessary treatment.

*We ask that you call at least 24 hours in advance to your scheduled appointment to cancel or reschedule.* Appointments are in high demand, and your early cancellation will allow another person the possibility to have access to medical care.

### **LATE CANCELLATIONS:**

A late cancellation is considered when a patient fails to cancel their scheduled appointment within a 24-hour advance notice.

**IF AN APPOINTMENT IS NOT CANCELLED AT LEAST 24 HOURS IN ADVANCE, YOU WILL BE CHARGED A FIFTY DOLLAR (\$50) FEE; THIS WILL NOT BE COVERED BY YOUR INSURANCE.**

### **NO-SHOW POLICY:**

A “no-show” is someone who misses an appointment, after confirming their appointment, without canceling it. A failure to be present at the time of a scheduled appointment will be recorded in your medical records as a “no-show”.

**FIFTY DOLLAR (\$50) FEE WILL BE APPLIED AND/OR CHARGED; THIS WILL NOT BE COVERED BY YOUR INSURANCE COMPANY.**