

APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your vision care to Your Eyes Image. When you schedule an appointment, we set aside enough time to provide you with quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us the time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Any patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least 24 hours' notice will be charged a **\$25.00 fee**.
- Any patient who fails to show or cancels/reschedules a Saturday appointment and has not contacted our office with at least 24 hours' notice will be charged **\$50.00 fee**.
- If a **third**, No-Show or cancellation/reschedule with no 24-hour notice should occur, the patient may only be scheduled on a same day basis.
- The fee is charged to the patient or guarantor if patient is a minor.
- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointments. If you should experience extenuating circumstances, please contact us as soon as possible. You may contact Your Eyes Image office 24 hours a day, 7 days a week at **408-779-2266**.

I have read and understand the Appointment Cancellation/No Show Policy and agree to its terms.

Patient/Parent Signature

Printed Name

Date