



APPOINTMENT & CANCELLATION POLICY

Dear Patient:

Our vision care is characterized as low volume with high quality, and we schedule our appointments in a way that ensures maximum care for all patients. Each and every appointment space is important, and as a courtesy to all, we do not overbook to compensate for those who fail to honor their appointments. We also provide weekday, evening, and weekend appointments for your convenience.

Our appointment cancellation policy is necessary to maintain the high professional standards of our practice. Missed or cancelled appointment spaces deprive other patients of treatment, disrupt our efficiency, and cause financial difficulty for the office. Our policy is as follows:

- If you cancel your appointment at least 24 hours prior to your appointment time.....No charge
- If you cancel your appointment within 24 hours of your appointment time.....\$25 charge to your account
- If you fail to show up or call to cancel your appointment.....\$50 charge to your account

You will be personally responsible for this charge because it cannot be billed to your insurance company. Future appointments will not be made until the cancellation fee is paid. If a patient accumulates a total of 3 missed appointments, future appointments will not be scheduled.

Unavoidable circumstances may warrant special consideration, but please note that the above charges will apply to most cancellations. You will receive a courtesy call to remind you of your visit 24-48 hours prior to your appointment, but it is your responsibility to know when your appointment is scheduled. If we have less than 24 hours notice that you cannot attend your appointment, we will not have sufficient time to offer that time slot to another patient in need. Thank you for understanding the importance of keeping your appointment.

To cancel or reschedule an appointment, please call (530) 662-2020. Messages left on the answering machine will be logged at the time they were recorded.

We make every effort to run according to schedule and ensure you have minimal waiting time prior to seeing the doctor. To that end, your appointment may be cancelled if you arrive more than 15 minutes late to your appointment.

We perform pupil dilation during most exams, so please plan appropriately and bring another driver if you are uncomfortable driving after dilation. For comprehensive exams, please expect your visit to last 60-90 minutes. During the first 30 minutes, you will complete registration paperwork and pre-testing with one of our technicians, then you will spend approximately 30-45 minutes with the doctor. For contact lens follow-up and office visits, please allow 30 minutes for your visit.

These policies have been enacted to improve your experience in our office. Please let us know if you have any questions regarding this appointment policy so that our staff may clarify for you. Thank you for entrusting us with your vision care.

My signature below indicates that I understand the appointment cancellation policy information set forth herein by Valley Vista Eye Care. I also understand and agree that such terms may be amended occasionally by the practice.

Print Name: _____

Signature: _____

Date: _____

Parent/Guardian Signature (if under age 18): _____