

May 24



APPOINTMENT POLICY

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

CANCELLATION OF AN APPOINTMENT

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 getting much needed treatment.

In order to be respectful of the medical needs of other patients, please be courteous and call Focused Eye Care at **(847) 243-8176** promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, **we require that you call at least 24 hours in advance.** Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

If an appointment is not cancelled at least 24 hours in advance, you will be charged a thirty-dollar (\$30) fee; this will not be covered by your insurance company.

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 record as a "no-show." These fees that are noted below are not covered by your insurance company.

- First **no-show** to appointment: \$30 fee will be billed to your account
- Second **no-show** to appointment: \$30 fee will be billed to your account
- Third **no-show** to appointment: \$30 fee will be billed to your account and you may be discharged from our practice

LATE POLICY:

We understand that delays can happen, however, we must try to keep the other patients and doctors on time. **If a patient arrives 10 minutes past their scheduled time, we may have to reschedule the appointment.** If we are able to work you into the schedule, you may experience a wait time until you are seen.

HOW TO CANCEL YOUR APPOINTMENT

To cancel appointments, **please call (847)243-8176.** If you do not reach us, you may leave a detailed message on our voicemail. If you would like to reschedule your appointment, please leave your phone number. We will return your call and give you the next available appointment time.