



Cancelled and Missed Appointment Policy

Effective Date: November 1, 2025

Purpose

Missed appointments prevent other patients from being seen and disrupt our doctors' and staff's schedules. To provide excellent care for all patients, Douglas Family Eyecare has established this policy regarding missed or late-cancelled appointments.

Policy

1. Definition of a No-Show:

A "no-show" occurs when a patient misses an appointment without contacting the office in advance. A late cancellation occurs when a patient cancels or reschedules with less than 24 hours' notice.

2. Fees:

A \$30 may be charged due to a late-cancelled or missed appointment.

3. Dismissal from the Practice:

Three (3) no-shows or late cancellations within a 12-month period may result in dismissal from the practice. Prior to dismissal, patients will receive a warning letter after their second offense reminding them of the policy and the consequences of continued missed appointments.

4. Exceptions:

Emergencies or extenuating circumstances (at the discretion of the doctor or practice manager) may excuse a fee or strike against the patient's record.

5. Late Arrivals:

If a patient arrives 15 minutes after their scheduled appointment time, the patient will be asked to reschedule.

As a courtesy to our patients, we attempt to confirm all appointments. We do understand that situations arise that are out of your control, however it is imperative that you contact us as soon as possible to notify us of your need to cancel.

Patient Acknowledgment:

I have read and understand the Cancelled and Missed Appointment Policy of Douglas Family Eyecare.

Signature: _____ Date: _____