

Late Arrival Cancellation/Missed Appointment Policy

At **Eye Options**, we pride ourselves in offering you personalized care and reserve appointment times to accommodate your needs. Late arrivals, missed appointments, or canceled appointments without sufficient notice, create gaps in our providers' schedules. These are appointments that could have been utilized to offer care to another patient.

Late Arrivals:

For single appointments: If you are more than 10 minutes late to your scheduled appointment time, you may be asked to reschedule your appointment. If you are more than 15 minutes late to your scheduled appointment, you will be asked to reschedule.

For families or groups with 2+ appointments: If you are more than 10 minutes late to the FIRST appointment, ONE member of your group may be asked to reschedule. If you miss the FIRST appointment and are late to the SECOND appointment, it will be at the discretion of the doctors and staff as to whether ANY members of your group are able to be seen that day.

New Patients:

If, instead of arriving early to complete your new patient forms as instructed, you arrive at your scheduled appointment time and take longer than 10-15 minutes to complete the registration process, you may be asked to reschedule.

These policies are in place to ensure that the patients who arrive on time do not wait longer than necessary to see the provider. You may be given the option to wait for another appointment time on the same day- if one is available. We will try to accommodate late-comers in the best manner possible but cannot compromise on the quality and timely care provided to our other patients.

We ask for your consideration and cooperation in scheduling your next appointment. Please understand that we are partners in your health care and we are committed to offering you appropriate care when you need it.