

## **NO-SHOW/LATE CANCELLATION/LATE ARRIVAL POLICY**

At Looking Glass Eye Center, we strive to provide comprehensive eye care to our patients in a timely manner. In order to do this, we need to reduce the number of no-show/late cancellations that take away available time slots from another patient.

Looking Glass Eye Center is now reviewing patients who miss appointments or cancel appointments the same day. We understand there are situations such as medical emergencies that occasionally arise. These situations will be considered on a case-by-case basis.

- **After 2 no-show/late cancellations in the same year, Looking Glass Eye Center may decide to no longer see or treat you as a patient.**
- **We ask that you notify our office 24 hours before your appointment if you are unable to make it.**
- **If you no-show an appointment, your next appointment may have to be scheduled at the end of the day.**
- **We reserve the right to reschedule your appointment if you arrive 15 minutes late after your appointment time.**

Thank you for working with us to ensure all patients get the eye care they need.

Date: \_\_\_\_\_

Patient Acknowledgement (Please sign)