

Office No Show, Late & Cancellation Policy

Goldthwait Vision Care

Effective 09/01/2024

Description

“No-Show” shall mean any patient who fails to arrive for a scheduled appointment. “Same Day Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment. “Late Arrival” shall mean any patient who arrives at the office 15 minutes after the expected arrival time for the scheduled appointment.

Policy

It is the policy of the practice to monitor and manage appointment no-shows and late cancellations due to the high demand and length of time we are booked out. Dr. Goldthwait's goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message **at least 24 hours** before their appointment time. Notification allows the practice to better utilize appointments for other patients in need of prompt medical eye care.

Procedure

- I. A patient is notified of the appointment “No-Show, Late & Cancellation Policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request; and is posted upon arrival.

We will confirm appointments at least 48 hours ahead. If in attempting to confirm your appointment we are unable to reach you and/or a message is left requesting a call back to confirm; and we do not hear back from you within 24 hours of your scheduled appointment, you will have forfeited it, and we will fill your appointment with another patient in need.

- II. **Established patients**

- a. Appointment must be cancelled at least 24 hours prior to the scheduled appointment time; unless extenuating circumstances arise (i.e. flat tire, family emergency, etc.)
- b. In the event a patient arrives late (15 minutes or more) to their appointment, and cannot be seen by the provider on the same day, they will be rescheduled for a future clinic visit, if available. If appointments are not yet available for the provider, a reminder will be placed for the patient to call to make a future appointment, if schedule allows.
- c. In the event a patient has incurred three (3) documented “no-shows” and/or “same-day cancellations,” the patient may be subject to dismissal from the practice. The patient’s chart is reviewed and dismissals are determined by the provider only, no exceptions, in accordance with Goldthwait Vision Care guidelines.

- III. **New patients**

- a. Appointment must be cancelled at least 24 hours prior to scheduled appointment time. As a new patient with a confirmed appointment, if you “no-show” at your initial visit, you may be asked to seek care elsewhere.
- b. In the event a patient arrives late (15 minutes or more) to their appointment, and cannot be seen by the provider on the same day, they will be rescheduled for a future clinic visit, if available. If appointments are not yet available for the provider, a reminder will be placed for the patient to call to make a future appointment, if schedule allows.
- c. In the event of (2) documented “no-shows” and/or “same-day cancellations”, the patient may be subject to dismissal from the practice. The reasons are reviewed and dismissals are determined by the provider only, no exceptions, in accordance with Goldthwait Vision Care guidelines.