Canyon Eye Associates

No-Show, Late Cancellation, and Late Arrival Policy

At Canyon Eye Associates, we make every effort to schedule appointments as efficiently as possible so that all patients receive timely care. When a patient does not arrive for a scheduled appointment, cancels without adequate notice, or arrives late, it disrupts clinic flow and may prevent another patient from receiving timely care.

We understand that emergencies and unexpected situations can occur. When adequate notice is not possible due to an emergency or other unavoidable circumstance, the situation will be reviewed on a case-by-case basis.

For purposes of this policy:

- **A No-Show** is defined as missing a scheduled appointment without notifying our office.
- **A Late Cancellation** is defined as cancelling or rescheduling an appointment less than 24 hours before the scheduled appointment time.
- **A Late Arrival** is defined as checking in 10 minutes or more after the scheduled appointment time.

Patients who check in 10 minutes or more after their scheduled appointment time will need to be rescheduled. Arriving late disrupts clinic flow and may delay the care of patients who arrived on time.

If you are unable to keep your scheduled appointment for any reason, please notify our office at least 24 hours in advance so that we may offer the appointment time to another patient.

- **For the first occurrence**, our office will contact you regarding the no-show or late cancellation and remind you of this policy. If the appointment was missed, we will offer to reschedule the appointment should you choose to do so.
- **For the second occurrence**, a **$35 charge** may be added to your account. *(In strict accordance with state and federal regulations, this fee cannot and will not be assessed to patients covered by Ohio Medicaid, Managed Medicaid plans, or dual-eligible Medicare-Medicaid programs.)*
- **If there are three consecutive no-shows or late cancellations**, the physician may review the circumstances and determine whether continued care with the practice is appropriate.

Dismissal from the practice is at the discretion of the physician. If the physician determines that dismissal is appropriate, you will receive written notice ending the physician-patient relationship and allowing 30 days for you to establish care with another provider, except for emergency care as required by law.

We ask that you make every effort to arrive on time and keep your scheduled appointments. If you need to cancel or reschedule, please contact our office as soon as possible.

Thank you for your cooperation and understanding.