



No-Show and Late Cancellation 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 show up for a scheduled appointment, or cancels without adequate notice, it creates an unused appointment time that could have been offered to another patient in need of 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 the purpose of this policy, a **“No-Show”** is defined as missing a scheduled appointment without notifying our office. A **“Late Cancellation”** is defined as cancelling an appointment less than 24 hours before the scheduled appointment time.

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

For the first occurrence, our office will contact you regarding the missed appointment or late cancellation. If the appointment was missed, we will offer to reschedule the appointment if you choose to do so. If the appointment was cancelled with less than 24 hours' notice, we will remind you of this policy.

For the second occurrence, a \$35 charge may be added to your account.

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 in the case of emergency care as required by law.

We ask that you make every effort to 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.