

# Winter Park Vision Specialists

**Our Mission:** *To provide the highest level of compassionate and technologically advanced whole person eye care in a caring and trusting environment.*

**Our Values:** *Preserving a patient's highest level of vision while providing avenues for the prevention of vision loss in a mutually respectful and caring relationship.*

## Patient Acknowledgement Appointment Cancellation Policy

Dear Patient,

**Winter Park Vision Specialists** has instituted an **Appointment Cancellation Policy**. A cancellation made with less than a 24-hour notice significantly limits our ability to make the appointment available for another patient in need.

**To remain consistent with our mission, we have instituted the following policy:**

1. Please provide our office a 24-hour notice in the event that you need to reschedule your appointment. This will allow us the opportunity to provide care to another patient.
2. A "No-Show", "No-Call" or missed appointment, without proper 24-hour notification, may be assessed a \$25 fee. This fee is not billable to your insurance.
3. If you are 15 or more minutes late for your appointment, the appointment may be cancelled and rescheduled and a \$25 fee may be assessed.
4. As a courtesy, we make reminder calls for appointments, one to two days in advance. Please note, if a reminder call or message is not received, the cancellation policy remains in effect.
6. Repeated missed appointments may result in termination of the physician/patient relationship.

If you have any questions regarding this policy, please let our office manager know, and she will be glad to clarify any questions you may have. A copy of this policy will be provided to you. Please acknowledge your understanding of this policy by providing your signature below.

***I have read and understand the Appointment Cancellation Policy and I acknowledge its terms. I also understand and agree that such terms may be amended from time-to-time by this clinic.***

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Printed Name of Patient

Signature of Patient

Date