



## Appointment Cancellation/No Show Policy

Thank you for trusting your eye care needs to Southern Hills Eye Care. When we schedule an appointment with SHEC we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment/No Show Policy below:

- Effective August 1st, 2019 any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least 24 hour notice will be considered a NO Show and charged a \$25.00 fee.
- Any established patient who fails to show or cancels/reschedules with less than 24 hour notice a second time will be charged a \$50.00 fee.
- If a third No Show or cancellation/reschedule with no 24 hour notice should occur the patient may be dismissed from Southern Hills Eye Care.
- The fee is charged to the patient, not the insurance company, and is due at the time of the patient's next office visit.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee. You may contact Southern Hills Eye Care 24 hours a day, 7 days a week at the numbers below. Should it be after regular business hours Monday through Friday, or a weekend, you may leave a message.

**Southern Hills Eye Care 712-271-4600**

I have read and understand the Appointment Cancellation/No Show Policy and agree to its terms.

\_\_\_\_\_  
Signature (Parent/Legal Guardian)

\_\_\_\_\_  
Relationship to Patient

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date