



## **No-Show Policy**

Here at Winchester Vision Care we schedule appointments so each patient receives the right amount of time with our doctors and staff. That is why it is very important that you keep your scheduled appointment with us, and arrive on time.

As a courtesy, and to help our patients remember their appointments, Winchester Vision Care sends an email 2 weeks prior and again at 6 days prior to scheduled appointment or automated phone calls if you do not have an email on file. You receive a live phone call from one of our staff 24 hours in advance of the appointment time and can reschedule during that call at no cost to you.

If your schedule changes and you cannot keep your appointment, please contact us so we may reschedule your appointment. Timely reschedule of your appointment helps Winchester Vision Care to accommodate those patients who may be waiting for an appointment time. We require 24 hours' notice if you need to cancel or reschedule your appointment.

If you do not cancel or reschedule your appointment with at least 24 hours' notice, Winchester Vision Care has the right to assess a \$65 "no-show" service charge to your account. This charge will need to be paid in order to schedule your next appointment. This charge is not reimbursable by your insurance company and you will be billed directly for it.

After three consecutive no-shows to scheduled appointments, Winchester Vision Care may decide to terminate its relationship with you.