

## Avery Eye Clinic

*Board-Certified Medical and Surgical Ophthalmologists  
Fellows of the American Academy of Ophthalmology*

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### **Effective July 1, 2018 Late Cancellation/ No Show Policy**

Thank you for trusting your eye care to Avery Eye Clinic. When you schedule an appointment with Avery Eye Clinic we strive to provide you with the highest quality care. Should you need to cancel or rescheduled an appointment please contact our office as soon as possible, but 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. Effective July 1, 2018 we will be implementing the Late Cancellation/No Show Policy below:

- Any 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 an appointment with no 24 hour notice a **second** time will be charged a **\$50.00 fee**.
- A new patient who fails to show or cancels/reschedules an appointment with no 24 hour notice a **second** time *may not* be rescheduled with that doctor, at the doctor's discretion.
- A **third** No Show or cancellation/reschedule with no 24 hour notice should occur the patient *may* be **dismissed** as a patient of Avery Eye Clinic.
- The fee is charged to the patient, not the insurance company, and is **due at the time of the patient's next office visit**.
- As a courtesy, when time allows, we make reminder calls, text messages and emails for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

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 Front Desk Supervisor, who may be able to waive the No Show fee. You may contact Avery Eye Clinic 24 hours a day, 7 days a week at the numbers below. Should it be after regular business hours, or a weekend, you may leave a message.

**Avery Eye Clinic - Conroe (936) 539-4500**  
**Avery Eye Clinic - Huntsville (936) 294-0218**  
**Avery Eye Clinic – Woodlands (281) 719-5214**

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

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

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

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

\_\_\_\_\_  
Date