



## MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your medical care to Excel Neuro-Optometric Clinic. When you schedule an appointment with Excel Neuro-Optometric Clinic we set aside enough time 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, 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 Cancellation/No Show Policy below:

- Effective December 1, 2021 any patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours notice** will be considered a No Show and charged a **\$50.00 fee**.
- Any new patient who fails to show for their initial visit will not be rescheduled until a **\$50.00 No Show fee** is paid.
- 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 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 Office Manager, who may be able to waive the No Show fee. You may contact Excel Monday through Friday 9am-5pm at the number below. Should it be after regular business hours or a weekend, you may leave a message.

**Excel Neuro-Optometric Clinic 586-731-9725**

**I have read and understand the Medical Appointment Cancellation/No Show Policy and agree to its terms. This policy is renewed annually and remains in effect until the next calendar year.**

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

Relationship to Patient

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

Date