

Cancellation and No-Show Policy

At Wallerich Eye Care, our goal is to provide the highest quality eye and vision care for all our patients. We schedule our appointments so that each patient is able to address his or her concerns. We have implemented a cancellation and "no show" policy, which enables us to better utilize available appointments for patients seeking our services for comprehensive or specialty eye care. The following policy is with regard to patients who fail to keep their scheduled visits or alert the office. This is effective immediately.

Please call our office to speak with a staff member or leave a detailed message with your name, time/date of appointment and your wish to cancel the scheduled visit. We are then able to open that time slot for another patient in need of eye care services.

Routine or Medical Eye Care Visits

Patients who fail to show for their scheduled appointment or did not notify the office within 24 hours of their scheduled appointment time shall be subject to a **"No Show/Cancellation" fee of \$50.00**. In the event of an actual emergency and prior notice could not be given, consideration will be given, and a one-time exception may be granted.

Neuro-Optometric Evaluations

Patients who fail to show for their scheduled neuro-optometric evaluation appointment or did not notify the office within 48 hours of their scheduled appointment time, shall be subject to a "No Show/Cancellation" fee of \$150.00.

Insurance

The "No Show/Cancellation" fee is **not a covered fee paid by insurance**; therefore, it is the sole responsibility of the scheduled patient or guardian.

How to Cancel Your Appointment

To cancel or reschedule your future appointment, please communicate by leaving your name/appointment date/cancellation reason (if less than 24 hours) to one of the following ways:

- Call/text Wallerich Eye Care at **(612) 643-3525**
- Email **appt@wallericheyecare.com**.