



Office Hours:

Monday - Wednesday: 9:00am - 5:00pm

Thursday: 9:00am - 6:00pm

Friday: 8:00am - 4:00pm

Saturday: By Appointment Only

CANCELLATION, NO SHOW, & LATE ARRIVAL POLICY

Cancellation Policy: Not showing up for a scheduled appointment inconveniences our office and other patients. In order to be respectful of the needs of all of our patients, please be courteous and call our office promptly if you are unable to attend an appointment. We will reallocate this time to someone who is in need of eye care services. If it is necessary to cancel your scheduled appointment we require that you call at least twenty-four (24) hours in advance. Appointments are in high demand, and your early cancellation will give another person the opportunity to have an appointment in a timely manner. Cancelling your appointment can be done in two different ways: (1) you can cancel your appointment when you receive the automated reminder by following the instructions given; or (2) you can call our office at 508-295-2661 twenty-four (24) hours in advance of your appointment to cancel. If you are sick on the day of your appointment, please notify us by telephone at least two (2) hours in advance of your appointment time. Any cancellations made with less than twenty-four (24) hours advance notice, other than those that are sick on the date of appointment, will be considered a NO SHOW.

NO SHOW Policy: A NO SHOW is someone who misses an appointment without cancelling in advance as detailed above. NO SHOWs inconvenience other patients who need access to eye care in a timely fashion. A failure to appear for your scheduled appointment will be recorded in our system as a NO SHOW. For the first two (2) NO SHOW Appointments in a year, the patient will be notified by telephone that they failed to show up for an appointment and did not cancel the appointment. For any subsequent NO SHOWs by the patient in one (1) years time, the patient will be charged a forty dollar (\$40) NO SHOW fee. Since NO SHOW fees cannot be billed to your Insurance Company, they must be paid by the patient or guarantor. Prior to scheduling another appointment, the NO SHOW Fee will need to be paid. Any patient, who habitually is a NO SHOW for appointments during the course of their relationship with the Doctor, may be subject to dismissal from our eye care practice.

Late Arrival Policy: If you arrive 15 or more minutes late for your scheduled appointment, you will have the following options: (1) reschedule your appointment, or (2) wait for a same day opening in the schedule that will allow your appointment to be completed (this may not be possible depending on the scheduling of our other appointments).