

 **Nashville Eye Center**

**Cancellation/Missed appointment Policy**

**Cancellation of an appointment**

In order to be respectful of the needs of all our patients, please be courteous and call Vision Source-Nashville Eye Center (686-2020) promptly if you are unable to show up for your appointment. The appointment time can be reallocated to someone who is in need of eye care. If it is necessary to cancel your scheduled appointment, we request that you call at least 24 hours in advance.

**Late Cancellations**

A cancellation is considered “late” when the patient or guardian cancels a scheduled appointment with less than 24 hours notice. Late cancellations may be subject to a **$25.00** fee.

**No Show Policy**

A “no-show” occurs when a patient misses their appointment without cancelling within a 24 hour period. Failure to be present at the scheduled time of your appointment will be recorded. No-show appointments may be subject to a **$25.00** fee. We understand that there may be some circumstances that arise; those situations will be taken into consideration.

**Late Arrivals**

We make every effort to be on time for all our patients. Unfortunately, when even one patient arrives late, it can throw off the entire schedule for that day. Patients arriving more than 15 minutes after their appointed time may be asked to reschedule. A **$25.00** fee may be charged if the appointment has to be rescheduled more than once.