

Cancellation, No Show, and Late Policy

Insight Ophthalmology, PLLC

Our practice is committed to providing all of our patients with exceptional care. Please arrive on time to every appointment. **If you are over 15 minutes late**, your appointment may be canceled that day and rescheduled another time.

If you need to cancel or reschedule your appointment, please let us know **24 hours/one business day before** your scheduled appointment time. When patients cancel without giving notice, they prevent other patients from being seen.

A “No-Show” or “Late Cancel” occur when you do not show up for an appointment or do not cancel the appointment 24 hour in advance.

Patients with missed appointment occurrences:

- 1st occurrence:** our office staff will notify your missed appointment and offer to reschedule
- 2nd occurrence:** you will be charged a **\$25.00 fee** (when insurance allowed). Cancellation and No Show Fees are the sole responsibility of the patient and must be paid in full prior to the patient’s next appointment.
- Repeated “No-Show” and/or “Late Cancel” may result in termination of physician-patient relationship at our discretion.**

We understand that situations arise in which you must cancel your appointment. Our practice firmly believes that good physician patient relationship is based upon understanding and good communication.

Please sign that you have read, understand and agree to this Cancellation and No Show Policy.

取消、缺席和迟到政策

新光眼科

我們的實踐致力於為所有患者提供卓越的護理。請準時到達每次預約。如果您遲到超過 15 分鐘，您當天的預約可能會被取消，並且可能需要重新安排。

如果您需要取消或重新安排預約，請在您預定的預約時間前 24 小時/一個工作天告知我們。當患者在未發出通知的情況下取消預約時，他們會阻止其他患者就診。

當您沒有出席預約或沒有提前 **24 小時**取消預約時，就會發生「缺席」或「延遲取消」。

錯過預約的患者：

- **第一次發生：**我們的辦公室工作人員將通知您錯過的預約並提議重新安排
- **第二次發生：**您將被收取 **25.00 美元**的費用（如果保險允許）。取消費用和缺席費用由患者自行承擔，並且必須在患者下次預約之前全額支付。
- **重複「缺席」和/或「延遲取消」可能會導致我們視情況終止醫病關係。**

我們了解在某些情況下您必須取消預約。我們的實踐堅信，良好的醫病關係是基於理解和良好的溝通。請簽署您已閱讀、瞭解並同意本取消和缺席政策。