



“No Show” and “Cancellation” Policy For Doctor Appointments

At Gem State Family Eyecare, our goal is to provide exceptional eye care in a timely manner. We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.

Effective 01/01/2020, we have implemented a “no show” and cancellation policy which enables us to better utilize available appointments for our patients in need of eye care and not over/double book our schedule. The following policy is with regard to patients who fail to keep their scheduled appointments with a doctor.

Please be courteous and call or text Gem State Family Eyecare promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of care. Available appointments are in high demand and your early cancellation will give another person the possibility to have access to timely eyecare.

- ❖ 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 \$25.00. 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.
- ❖ We understand that delays can happen, however, we must try to keep the other patients and doctors on time. If a patient is 10 minutes past their scheduled time we will have to reschedule the appointment.
- ❖ If cancelled by the physician then the patient is not subject to this charge.
- ❖ Insurance authorization denials are also an exemption of the fees.
- ❖ These fees are not covered by insurance and is therefore the sole responsibility of the patient.
- ❖ If a patient has three occurrences of “no show” or cancellation with less than 24 hours notice, the patient may be discharged from the practice.
- ❖ For a New Patient Examination, a no show or late cancellation will result in a full charge of the new patient examination fee.

How to Cancel Your Appointment

To cancel or reschedule appointments, please call or text Gem State Family Eyecare at 208-322-8439. If you have any problems getting through, you can leave a message with your name, appointment date and cancellation reason or request for rescheduling.