



Low Vision Clinic 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 the Low Vision Clinic promptly if you are unable to show up for your appointment.

We will give you a reminder call about your scheduled appointment at least 48 hours in advance. At this time, you can confirm or cancel your appointment. Appointments are in high demand, and your early cancellation will give another patient the opportunity to be seen by one of our doctors.

- How to cancel your appointment

If it is necessary to cancel your scheduled appointment, we require at least 24 hours advance notice. To cancel an appointment, please call our office at 215-968-1035. If you do not reach one of our staff, please leave a detailed message on our voicemail. If you would like to reschedule your appointment, please leave your phone number.

- Late cancellations

A cancellation is considered "Late" when the patient cancels a scheduled appointment with less than 24-hours notice.

- No show policy

A "no-show" occurs when a patient misses their appointment without cancelling prior to 24 hours in advance. After two consecutive "no-shows" your appointment may not be rescheduled.

- **Late cancellation and no-show appointments may be subject to a \$75.00 fee.** We understand that there may be some circumstances that arise and those situations will be taken into consideration as health and safety are our priority during the pandemic.

- **Late Arrival for Appointments**

We make every effort to be on time for all our patients. In light of this, patients arriving more than 20 minutes after their appointed time will be asked to reschedule.