

Missed Appointment Policy



At Renewal, our goal is to provide quality optometric care in a timely manner. Late arrivals and “no-shows” inconvenience both our doctor and other patients who are seeking optometric care. Effective 12.22.23, our office policy regarding missed appointments is as follows:

Late Policy:

In an effort to be respectful to our doctor and other scheduled patients, we require that all patients arrive within 15 minutes of the start time of their scheduled appointment. Failure to do so will result in the following fees being incurred:

- 1st time late to appointment: No charge
- 2nd time late to appointment: A \$25 fee will be billed to your account
- 3rd time late to appointment: A \$25 fee will be billed to your account
- 4th time late to appointment: A \$25 fee will be billed to your account
- 5th time late to appointment: A \$50 fee will be billed to your account and you may be discharged from our practice.

No Show Policy:

A no-show is someone who misses an appointment without contacting the office to cancel it. The following fees will be incurred for no-shows.

- 1st no-show appointment: 25% of the exam fee will be billed to your account
- 2nd no-show appointment: 50% of the exam fee will be billed to your account
- 3rd no-show appointment: 50% of the exam fee will be billed to your account
- 4th no-show appointment: 50% of the exam fee will be billed to your account
- 5th no-show appointment: 100% of the exam fee will be billed to your account and you may be discharged from our practice