

In order to be respectful of all of our patients, please be courteous and call our office promptly if you are unable to show up to your scheduled appointment. This allows our office to reallocate the time to someone else in need of eye care. If it is necessary to cancel or reschedule your appointment, we request that you call or text our office at least 1 full business day ahead of your scheduled time. Please keep in mind that our office is closed on Mondays.

We make every effort to contact patients prior to their upcoming appointments. Appointments are in high demand, and your effort toward early cancellation will give another patient the opportunity to be seen by the doctor.

If you would like to cancel or reschedule your appointment, please call or text us at 603-532-8835. If you do not reach one of our staff members by phone, please leave a detailed voicemail, including your name and phone number. Text messages will be responded to during normal business hours. For rescheduling, a staff member will return your call or text and make arrangements for an appointment at a different time.

### **Confirmation Policy**

Appointments not confirmed via phone, text, or email at least 1 business day prior to appointment may be cancelled to give an opportunity to another patient awaiting eye care. Multiple efforts to confirm your appointment will be made by our office 7 days before your appointment, 1 day before your appointment, and 2 hours before your appointment. Failure to respond in a timely manner may result in the forfeiture of your appointment slot.

### **Late Cancellation**

A cancellation is considered "Late" when the patient or guardian cancels a scheduled appointment with less than 1 full business day's notice. A late cancellation is considered a missed appointment under this policy.

### **No Show Policy**

A "No-Show" occurs when a patient misses their appointment without canceling in an adequate manner. Failure to be present at the scheduled time of your appointment will be recorded.

### **Late Arrival**

We are able to accommodate confirmed patients up to 10 minutes past their appointment time. All paperwork and registration must be completed before appointment to accommodate late arrival. If you have not arrived and completed your paperwork on time, you will be given one of the following options:

1. You may reschedule the appointment
2. You may be offered a same-day appointment, if we have an opening in the schedule.
3. You can request to be placed on the Waitlist for the first available opening that allows enough time for the scheduled appointment.

If a patient misses 2 appointments within 12 months as defined by this policy, a \$100 deposit will be required to reschedule. If the rescheduled appointment is kept, the deposit will be refunded less any applicable copays or other fees. If the appointment is not kept as scheduled, the \$100 deposit will be forfeited as a Missed Appointment Fee. This fee is not reimbursable by your insurance company.

Missing 3 or more appointments in a 12-month period of time, or failure to comply with this policy, may result in discharge from Jaffrey Eye Care.

I have read and understand Jaffrey Eye Care's **No Show/Missed Appointment Policy** and understand my responsibility to plan appointments accordingly and notify Jaffrey Eye Care appropriately if I have difficulty keeping my scheduled appointments.

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Client Signature

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Date