

METROLINA EYE



— ASSOCIATES —  
A CLEAR VISION OF EXCELLENCE

## **Excessive Cancellation, No-Show, Reschedule Appointment Policy**

We strive to meet and exceed the expectations of all our patients, and we are dedicated to rendering excellent medical care. In order to meet the needs of all our patients, we are implementing a cancellation and no-show policy. This policy enables us to better utilize our available appointments for all of our patients.

While we understand that situations arise in which a patient must cancel or reschedule their appointment, we request that our patients cancel within 24 hours of their scheduled appointment so that we can utilize the slot for a patient on our waiting list.

Any patient with **3 cancellations, no-shows or reschedules** within a **12 month period** may be subject to dismissal from the practice or will no longer be allowed to schedule with any of our providers.