

Children's Eye Care and Family Eye Care

JOANNE WAELTERMANN, M.D.
Pediatric Ophthalmology
And Adult Strabismus

SALMA KIANI, O.D.
Family Practice Optometry
Contact Lenses

Cancellation/No Show/Late Arrival Policy

Cancellation/No Show

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. If an appointment is not cancelled at least 24 hours in advance, you will be charged a twenty-five dollar (\$25) fee; **this charge is not covered by your insurance company.** This does not apply to cancellations made via our automated reminder system, which makes reminder calls two days prior to scheduled appointments.

Late Arrival to Scheduled Appointments

We understand that delays can happen; however we must try to keep the other patients and doctors on time. If a patient is 15 minutes past their scheduled time, we will have to reschedule the appointment.

Account Balances

We will require that patients with self pay balances pay their account balances to zero (0) prior to receiving further services by our practice. Patients who have questions about their bills or who would like to discuss a payment plan option may call and ask to speak to our office manager with whom they can review their account and concerns. Patients with balances over \$100 must make payment arrangements prior to future appointments being made.

Print Name of Patient

Patient/Guardian Signature

Date

Patient Account # _____
(Office Use Only)