

HAMILTON MILL EYE CARE

DR. KURT TREU, DR. RUPESH BHAKTA
& ASSOCIATES

Cancellation & No-Show Policy

Our goal at Hamilton Mill Eye Care is to provide quality eye care in an efficient manner for our patients. "No-shows" and late cancellations inconvenience those individuals who need access to eye care in a timely manner. We would like to remind you of our office policy regarding missed appointments and late cancellations. This policy enables us to better utilize available appointments for our patients in need of eye care.

We understand that there are times when appointments must be missed due to emergencies or obligations for work/school or family. However, not calling to cancel an appointment prevents another patient from being examined. 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" schedule.

In order to be respectful of the eye care needs of other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. **If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance.** Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely eye care.

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 may have to reschedule the appointment. If we are able to work your exam into the remaining schedule, you may experience a wait time until you are seen.

Repeated missed appointments or late cancellations (2) will result in Hamilton Mill Eye Care requiring a non-refundable deposit (\$40.00) to reschedule future appointments.