



Advanced Vision Care Appointment Policy

We schedule our appointments so that each patient receives the right amount of time to be seen by our physicians and staff. That's why it is very important that you keep your scheduled appointment with us and arrive on time.

As a courtesy, and to help patients remember their scheduled appointments, Advanced Vision Care, PA sends text message and email reminders Immediate (Add To Calendar), 1 Week (Confirmation), 2 Days (Confirmation and Pre-Cancellation), 4hrs (Appointment Cancellation) in advance of the appointment time. If you have opted out of message please contact Advanced Vision Care, PA to be opted back in or confirm over the phone. Confirmation is required to keep your appointment.

If your schedule changes and you cannot keep your appointment, please contact us so we can reschedule you and accommodate those patients who are waiting for an appointment. As a courtesy to our office as well as to those patients who are waiting to schedule with the physician, please give us at least 24-hour notice.

Description

“No Show” shall mean any patient who fails to arrive for a scheduled appointment.

“Same Day Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment.

“Late Arrival” shall mean any patient who arrives at the clinic 10 minutes after the expected arrival time for the scheduled appointment.

“Walk-Ins” shall mean any patient who arrives at the clinic without an appointment.

In the event a patient arrives late as defined by “late arrival” to their appointment we will do our best to fit you into the schedule, but you will be considered a walk-in. In most cases walk-ins have a wait time. We will see on time scheduled appointments first. This would be up to the patient to decide if they want to wait. If the patient cannot be seen by the provider on the same day, they will be rescheduled for a future clinic visit, if available. If appointments are not yet available for their provider, a reminder will be placed for the patient to call to make a future appointment once the schedule opens.

Advanced Vision Care, PA is open only one Saturday a month. One dollar will be charged for all Saturday appointments. This will be a credit that will be added to your account. If you do not cancel or reschedule your appointment at least 24 hours before a Saturday appointment, we will assess a \$25 “no-show” service charge to your account. This “no-show charge” is not reimbursable by your insurance company. You will be directly charged for it.

Scheduling more than two consecutive appointments on the same day, you will be charged one dollar per appointment. This will be a credit that will be added to your account. If you do not cancel or reschedule your appointments at least 24 hours before the appointments, we may assess a \$25 “no-show” service

charge to your account. This “no-show charge” is not reimbursable by your insurance company. You will be charged directly for it.

After two consecutive no-shows to your appointment, we will charge \$25 dollars. This will be a credit that will be added to your account. If you do not cancel or reschedule your appointment at least 24 hours before the appointment, we may assess a \$25 “no-show” service charge to your account. This “no-show charge” is not reimbursable by your insurance company. You will be charged directly for it.

I understand the “no-show” policy of Advanced Vision Care, PA and agree to provide a credit card number, which may be charged \$25 for any no-show of a scheduled appointment. I understand that I must cancel or reschedule any appointment at least 24 hours in advance to avoid a potential no-show charge to the credit card provided.

Advanced Vision Care Photo Fundus Policy

Pictures of the back of your eye or retina have become the standard of care. Fundus photos allow the early detection of blinding eye diseases such as glaucoma, diabetic retinopathy, and macular degeneration. Photos are vital for your eye health. Most health insurances and some vision insurances may cover the fundus photos. If your insurance does not cover photos the charge will be \$19. Fundus photos will be required at all full exams.