



## Appointment No Show Policy

Thank you for trusting your vision care with Fisher Gentry Eye Care. When you schedule an appointment with our office, we set aside enough time to provide you with the highest quality of care. Should you need to cancel or reschedule an appointment, please contact our office as soon as possible as this gives us adequate time to schedule other patients who may be waiting for an appointment.

**As of January 1st 2022, we will be implementing the following no show policy:**

- Any *established* patient who fails to show for an appointment will be charged a \$25 fee. This fee must be paid in full if the patient wishes to reschedule. A second no show will result in a \$50 fee. If the patient does not show for a third time, they will be dismissed from our practice.
- Any *new* patient who fails to show for an appointment will be charged a \$50 no show fee. This fee must be paid prior to rescheduling any future appointments. If a new patient does not show for their second scheduled appointment, they will be dismissed from our practice and no future appointments will be scheduled.

We understand that emergencies and sickness happen unexpectedly. We ask that you make a reasonable effort to contact our office if you are unable to make your scheduled appointment. Our office can be reached at (815) 468-2015 and there is a voicemail set up for after business hours. Messages left will be considered acceptable notice.