



HARBOR EYECARE CENTER

Missed Appointment Policy

The loss of an appointment is a loss for everyone. When an appointment is not kept and no notice is given, the appointment that was left open could have been given to another patient in need. We understand that unforeseen circumstances arise and, for that reason, we will not charge a fee for the first missed appointment. Please call **24 business hours** in advance when cancelling an appointment. If more than one family member on the same day misses or cancels with less than **24 business hour notice**, we will need to schedule future appointments for each family member on separate days. This fee will be charged for missed appointments within a 5 year period on individual accounts and total missed on family accounts.

First Missed Appointment:

Fee is waived

Additional Missed Appointments: **A \$50.00 fee will be charged.**

New Patients:

New patients who miss a second appointment may not reschedule.