



## CANCELLATION/ NO SHOW POLICY

**KELLY  
VISION  
CENTER**  
(615) 868-2877

Thank you for trusting your vision care to Kelly Vision Center. When you schedule an appointment with Kelly Vision Center, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 48 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below.

- Effective January 1, 2021, any established patient who fails to show or cancel/reschedule an appointment and has not contacted our office with **at least 48 hours' notice** will be considered a No Show and charged a **\$25 fee**.
- Any established patient who fails to show or cancel/reschedule an appointment with no 48 hours' notice a **second time** will be charged a **\$50 fee**.
- If a **third**, No Show or cancellation/reschedule with no 48-hour notice should occur the patient may be dismissed from Kelly Vision Center.
- The fee is charged to the patient, not the insurance company, and is due at the time of the patient's next office visit.
- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee. You may contact Kelly Vision Center during regular business hours Monday through Thursday 8AM-5PM.

This consent was signed by: \_\_\_\_\_  
(PRINT NAME PLEASE)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_