



MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for entrusting Eyes on Rosemont, LLC with your Vision Wellness and Care. When you schedule an appointment with Eyes on Rosemont, LLC we reserve that time to provide you with the highest quality of care. If you need to cancel or reschedule an appointment, please contact our office **by phone** as soon as possible and no later than **48 hours prior** to your scheduled appointment. This allows us to offer the time you cannot use to someone else who is waiting for care and can benefit from being seen.

Please review the Appointment Cancellation/No Show Policy below carefully:

Effective 02/20/2023 any established patient who fails to show up for or cancels/reschedules an appointment without providing at least **48 hours** notice will be considered a 'No Show' and provided **one** courtesy reminder that a subsequent no show or late cancel will result in a \$75.00 fee.

- Any established/new patient who fails to show up for or cancels/reschedules an appointment without providing **48 hours** notice a second time will be charged the \$75.00 fee, which must be paid in full prior to the next visit.
- If a third No Show or late cancel/reschedule with less than **48 hours** notice occurs, the patient may become ineligible for future visits with Eyes on Rosemont, LLC. The fee is charged to the patient, not the insurance company, and is due no later than the time of the next office visit.

As a courtesy, we are happy to provide appointment cards for all scheduled appointments. If you do not receive or retain such, you are still responsible for keeping track of your scheduled visits and the above Cancellation/No Show Policy remains in full effect.

Eyes on Rosemont, LLC - Brighton Ave 207-210-6700 or Old Port 207-775-1819

Schedule changes must be made by calling the office. Our scheduling department is open extended hours but if you fail to reach them directly please leave a message. We understand that on rare occasions an unforeseen emergency may occur. If you should experience such an emergency, please contact our Location Managers to discuss the relevant circumstances.

595 Brighton Ave
Portland, ME 04102
Phone: (207) 210-6700
Fax: (207) 899-3239

152 Middle Street
Portland, ME 04101
Phone: (207)775-1819
Fax: (207) 747-5700