

New Vision Eye Center

[1055 37th Place, Vero Beach, FL, 32960 | (772) 257-8700 | www.newvisioneyecenter.com]

Patient Appointment, Procedure & Surgery Cancellation Policy

Dear Patient,

At New Vision Eye Center and New Vision Surgery Center, our goal is to provide timely, high-quality eye care to every patient. Office visits, diagnostic testing, in-office procedures, and operating room surgery times are reserved specifically for you. When an appointment is missed or cancelled without adequate notice, that time cannot be offered to another patient who may be waiting for care — including patients needing urgent evaluation.

To help us keep our schedule available and fair to all patients, we ask that you review and acknowledge the policy below.

Cancellation Notice Required

- Office visits and in-office testing/procedures: please cancel or reschedule at least 24 hours in advance.
- Laser procedures and injections: please cancel or reschedule at least 48 hours in advance, as these appointments require dedicated equipment and staff preparation.
- Surgery center (NVSC) procedures: please cancel or reschedule at least 5 business days in advance whenever possible. Surgical time is reserved exclusively for you, and OR staffing, anesthesia, and supplies are committed in advance and generally cannot be reassigned on short notice.
- Repeated cancellations, regardless of notice given, may affect your ability to schedule future appointments or surgery dates.

No-Show / Late Cancellation Fees

If you do not show up for a scheduled appointment or procedure, or fail to cancel within the notice period above, the following fees apply. These fees are not covered by insurance (including Medicare) and are the patient's responsibility.

Appointment / Service Type	Fee
Office visit / intravitreal injection / H&P	\$40
Procedures (OR or Clinic Based)	\$50

We Understand Emergencies Happen

Illness, family emergencies, and unavoidable situations happen, and we do not want fees to be a barrier to your care. Please call our office as soon as possible if an emergency prevents you from keeping your appointment or surgery date. Fees may be waived at the practice's discretion for documented emergencies.

Repeated Missed Appointments

- After two (2) no-shows or late cancellations within a 12-month period, your account may be flagged for review.
- For surgical patients: a missed or very late-cancelled surgery date may require a new pre-operative evaluation and clearance before a new date can be scheduled.
- Continued missed appointments may result in a requirement to pre-pay applicable fees before future visits are scheduled, or in discharge from the practice for chronic no-shows, consistent with our patient care policies.

Acknowledgment

I have read and understand the above Cancellation, No-Show, and Surgery Rescheduling Policy. I agree to comply with these terms and understand that applicable fees will be my responsibility.

Patient Name: _____

Signature: _____

Date: _____