



No-Show and Late Cancellation Policy

Columbia Eye and Columbia Eye Surgery Center is dedicated to providing our patients with excellent eye care in a timely manner. To help us serve all patients efficiently, we have implemented a no-show and late cancellation policy. Please carefully read and sign this agreement.

We understand that unforeseen circumstances arise which may cause you to miss an appointment. However, when an appointment is missed without sufficient notice, it prevents other patients from receiving care.

Policy & Fees

Definitions:

- “No-Show” is failing to keep an appointment without prior notification.
- “Late Cancellation” is cancelling or rescheduling an appointment less than 24 hours before the scheduled appointment time.

We request that you notify us at least 24 hours in advance if you need to cancel or reschedule your appointment. When sufficient notice is not given to cancel or reschedule your appointment, it does not allow enough time to fill that reserved time slot. Therefore, an administrative fee of **\$50** for a clinic visit and **\$200** for surgery may be charged if you:

- Fail to keep an appointment without prior notification.
- Cancel or reschedule less than 24 hours before your scheduled appointment.

Please note that this administrative fee is **NOT** covered by insurance and will be billed directly to the patient.

How to Cancel or Reschedule:

- **Please call our office during normal business hours (Monday – Friday 8:00 am to 5:00 pm and Saturdays 8:00 am to 12 pm) at 803-779-3070**
 - ***If your appointment is scheduled for a Monday, please cancel by no later than the Friday before at 4:00 pm.***

Acknowledgment & Signature:

By signing below, you acknowledge that you have read, understand, and agree to the terms of this no-show and late cancellation policy. You also agree to be financially responsible for any fees incurred if you do not provide the required notice.

Patient Name (PRINTED)

Patient Date of Birth

Patient Signature

Date