

No-Show & Late Cancellation Policy

At Longwood Eye & LASIK, we are committed to providing the highest level of care and service to all of our patients. In order to respect the time of both our providers and other patients, we have implemented the following No-Show and Late Cancellation Policy.

What is a No-Show?

A "No-Show" is defined as a missed appointment without prior notice or an appointment that is canceled with less than one hour's notice, without an urgent or valid reason.

New Patients

- Patients who do not attend their first scheduled appointment without sufficient notice may not be rescheduled, unless the visit is medically necessary (e.g., retina, cataract, or glaucoma evaluations).
- Patients who have missed multiple new patient appointments may be permanently restricted from scheduling at our practice.

Established Patients

- Existing patients are allowed up to **two (2)** missed appointments.
- After **three (3)** no-shows, patients may be subject to discharge from our practice.
- Patients who have not been seen in **3 or more years** and no-show for their return appointment will be treated as a new patient and subject to the new patient policy above.

Important Notes

- If you are unable to keep your appointment, we kindly ask that you provide **at least 24 hours' notice** so we can offer the appointment to another patient in need of care.