



Appointment Policy

No shows, cancellations, and reschedules with less than 2 weekdays' notice are a significant problem for our small practice. Many practices overbook on purpose so that no-shows and cancellations won't limit access for other patients as well as cause a financial hardship for the practice.

When it comes to no shows and cancellations, we have three choices:

1. A strict policy; or
2. Overbooking (leading to long wait times at our office); or
3. Charging for no shows

We feel the strict policy is the best fit for our practice and patients and we are proud of our ability to run on time.

What is a "No Show"?

Patients who do not attend their scheduled appointments without a call to our office at least 2 weekdays beforehand are considered a "No Show".

Our Policy:

Patients who no-show three (3) times in a 12-month period will be dismissed from the practice, thus they will be denied any future appointments.

No Walk Ins. Sacopee Valley Eye Care is open by appointment only and can very rarely accommodate walk-in patients.

Patients who arrive on time are seen at their appointment time. Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your visit.

We understand circumstances do happen that require you to cancel your appointment, so if you are unable to keep an appointment, we would appreciate your giving us a call as soon as you know. This way we can help someone else at that time and keep the wait for appointments to a minimum as well.

Last-minute reschedules can affect us as well, given that we may not be able to fill the appointment if we don't have enough notice. While we do not penalize for rescheduling, we do appreciate you following the above procedure by calling us as soon as you are aware the date and time of your appointment no longer works.

To schedule, reschedule, or cancel an appointment please call **207-625-3700**.