

APPOINTMENT CANCELLATION & NO SHOW POLICY

Thank you for trusting your vision care to Gentilly Vision Source. When you schedule an appointment with Gentilly Vision Source, we set aside time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment.

Please see our Appointment Cancellation/No Show Policy below

- Any new patient who fails to show or cancel/reschedule an appointment with no 24-hour notice will not be rescheduled.
- Any established patient who fails to show or cancel/reschedule an appointment with no 24-hour notice:
 - **1st Offense:** will be charged a \$25 No Show Fee.
 - **2nd Offense:** will be charged a \$50 No Show Fee.
 - **3rd Offense:** will be dismissed from the office.

These fees are charged to the patient, not the insurance company, and are due before we will reschedule the missed appointment.

As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call/text, the above Policy will remain in effect. We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to assist with the fees. You may contact Gentilly Vision Source at the numbers below. Should it be after regular business hours Monday through Friday or a weekend, you may leave a message.

Gentilly Vision Source
4114 Marigny St
New Orleans, LA 70122
office: 504-288-2333
fax: 504-288-2227
email: info@gentillyvisionsource.com

