

# Appointment Check-In & Policies

We are now using e-mail and text to communicate with our patients. Please enter your current E-mail **address:** \_\_\_\_\_

If you request your prescription or your medical information, we use unencrypted Gmail. By signing below, you acknowledge and agree.

All patient information is kept **strictly** confidential. Your information is **NEVER** shared or released to another doctor's office without your prior consent.

## Cancellation Policy

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" appointment book. **If an appointment is not cancelled at least 24 hours in advance you will be charged an eighty-nine-dollar (\$89) fee.**

### Scheduled Appointments

We also understand that delays can happen however we must keep to the schedule for you and others. **Therefore, if you arrive 15 minutes past your appointment time, we will have to reschedule you.**

### Frame selection

Please take care with your frame selection, make sure it's what you want. Once lenses are manufactured the frames **cannot be exchanged or returned.**

**I have read and understand Toluca Lake Optometric Centers office policies.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_