

METRO EYES

Doctors of Optometry and Ophthalmology

Effective immediately, the doctors and staff at Metro Eyes are reinforcing a cancellation, no-show, and late policy. Please read the policy and sign at the bottom of the page to indicate you understand and agree to the terms and conditions of our policy.

1. Cancellation Policy

If it is necessary to cancel your scheduled appointment, we require that you call one business day or 24 hours in advance. Appointments are high in demand, and your early cancellation will allow another person the possibility to have access to timely care.

We understand emergencies and obligations arise, which is why the first cancellation made less than one business day or 24 hours before the scheduled appointment will be forgiven. After the first improper cancellation, a fee of \$50 will be charged to your account.

How to properly cancel an appointment and avoid a cancellation fee:

You may call our office at 703-255-1502 during our regular office hours listed below. This call must be made at least one business day or 24 hours before the scheduled appointment.

Monday: 10AM-4PM
Tuesday: 10AM-5PM
Wednesday: 10AM-5PM
Thursday: 10AM-5PM
Friday: 10AM-5PM
Saturday: 9AM-3PM
Sunday: CLOSED

You may also email our office at MetroEyesVienna@gmail.com at least one business day or 24 hours before the scheduled appointment to cancel in a timely manner and avoid a fee.

2. No-Show Policy

If an appointment is not cancelled properly, or if a patient misses their scheduled appointment, it is considered a "no-show". No-shows inconvenience individuals who need an examination or have an emergency. As previously mentioned, the first no-show will be forgiven, but any no-show's after will result in a fee of \$50.

Metro Eyes allows families to be scheduled all together. This means 2+ consecutive appointment slots are dedicated to that family. If a family misses their scheduled appointment, the \$50 no-show fee applies to each individual family member that missed their appointment.

3. Late Policy

We understand delays happen sometimes, however, please understand that our office strives to keep our scheduled appointments on time. If you are running late for an appointment, please call our office and alert our staff. If you are 15 minutes late to an appointment, you may need to be rescheduled to another day. If our office is able to see you on the same day despite your tardiness, please understand we will prioritize the patients in the schedule who arrived at their appointment on time and you may experience delays in being seen.

4. Payment

Payment can be made in-person, over the phone, or by mailed check. If you are paying by check, please make it out to "Metro Eyes".

By signing I certify that I have read, understand, and agree to all the conditions mentioned above.

Name: _____ Signature: _____ Date: _____