



## LATE ARRIVAL POLICY

The doctors, technicians and staff of Clarkson Eyecare do their best to make each patient visit efficient and productive. In our efforts to ensure this, we have the following late arrival policy:

If a patient is more than 15 minutes late for an appointment, the appointment may need to be rescheduled. This is to ensure the patients who arrive on time do not wait longer than necessary to see the provider. You may be given the option to wait for another appointment time on the same day if one is available. We will do our best to accommodate late arrivals as best as the daily schedule allows but cannot compromise the quality and timely care provided to other patients.

New patients are encouraged to arrive 15 minutes prior to their scheduled exam time. All patients may visit our website to complete the required Welcome Sheet ahead of time and bring this completed paperwork to their appointment. Current patients may update this information online via our patient portal. All other appointments should arrive 10 minutes prior to their scheduled appointment time.

It is our goal to provide excellent medical care and outstanding customer service to all of our patients. The doctors and staff of Clarkson Eyecare truly appreciate your compliance and understanding with this policy.