Wolfeboro Eye Associates Appointment Policies

You will receive a phone and/or text reminder seven days before your upcoming appointment and four days in advance if you have not already confirmed. You will also receive a same day reminder. Please confirm your appointment or call us to reschedule.

Please bring your medical insurance cards with you to your appointment. Please arrive 15 minutes early to your appointment. At each visit, we will need to scan your insurance cards, verify your contact information is current, review changes to your medical history and take several measurements of your eyes before you will see the optometrist. Late arrivals will be required to reschedule. You will be charged a fee of $50 if you fail to attend your scheduled appointment. Additionally, if you do not confirm with at least 24 hours prior to your appointment, we reserve the right to cancel the appointment. New patients who fail to attend their appointments without sufficient notice will not be rescheduled.

We will schedule your next eye exam with you when you are checking out. If you do not wish to have your appointment pre-booked, please call well in advance to schedule an eye exam. Our average wait time is 6 months for future routine appointments.

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Missed appointments/late cancellations:

As you may know, we have three providers who are currently booking appointments about 6 months out. Due to a high demand and a cancellation list, we are unable to accommodate last-minute changes without significant notice.

Our system sends three appointment reminders: the first is sent 7 days before the appointment, and the second is sent 4 days before if the initial confirmation has not been received. Patients will not receive the 4 day reminder if they have already confirmed. A same day reminder will also be sent. In addition, our patient service representatives review upcoming appointments 2-3 business days prior and make an effort to contact any patients who have not confirmed their appointment. 24 hours prior to the appointment time, any unconfirmed appointments are removed from the schedule, and patients from our extensive cancellation list are contacted to fill the slot.

If a patient calls to cancel within 24 hours of their confirmed appointment, we will attempt to fill the open spot. These efforts aim to reduce patient wait times, fill the doctor's schedule efficiently, and avoid the $50 missed appointment fee unless absolutely necessary. In the event that we do charge the $50 fee, we do require payment prior to rescheduling.

Please note that our practice remains open during inclement weather. As such, last-minute cancellations due to weather-related issues are not exempt from this policy. Cancellations due to non life threatening illnesses are also not exempt from this policy.