



Specialized Visual Solutions
Greensboro Office
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SVS “CANCELLATION” POLICY

Our intent in creating this Cancellation Policy is to try to create a reasonable resolution to a “thorny” SVS practice management issue. We want to be fair to parents who have family scheduling issues to resolve; we want to be fair to insure our patients’ progress by reinforcing the urgency of regular treatment attendance; and, we want to address real life, practical practice management issues including vision therapist scheduling.

Therefore, our attempt at a fair and balanced SVS Practice Management Cancellation Policy is as follows:

There will be a \$50 cancellation fee (for either the patient or SVS) if a vision therapy appointment is cancelled less than 72 hours from its scheduled time.

The only exception to the above is if there is a legitimate medical or family emergency that precludes the patient or the therapist from attending the session.

If the cancellation fee is applicable, SVS will either bill the patient for this extra fee...or...will issue a refund check to the patient in the appropriate amount.

Our signatures on this page indicate our understanding and agreement with this policy.

_____/_____/_____
Family Representative Date

_____/_____/_____
Dr. Mark. W. Roberts, O.D. FCOVD Date