No Show / Late Cancellation Policy

Please do not "No Show" or cancel / change a scheduled appointment with less than 3 office hours notice. Please call or text us at **707-570-2418** as soon as you know you will not be able to make your scheduled appointment.

Appointments are made so we have enough time set aside to take good care of you and other patients. When a patient does not show for a scheduled appointment, or give us enough time to allow another patient to have that scheduled time, it not only effects our practice, it denies the opportunity for another patient to receive care at that time.

We understand that on rare occasion an emergency can occur and it may be necessary to miss a scheduled appointment. If one appointment is missed without giving us a call or text at least 3 office hours before your scheduled appointment, we will still allow you to schedule another appointment at a time that is available and works for you without the need to prepay a portion of the exam.

If more than one appointment is missed without giving us a call or text at least 3 office hours before your scheduled appointment, you can schedule another appointment at a time that is available and works for you but will need to prepay $50 that can be applied toward your exam fees. That prepaid amount will be forfeited as a cancellation fee if you again miss your scheduled appointment without giving us a call or text at least 3 office hours before your scheduled appointment. If you do not want to prepay a portion of your scheduled exam, you can still have an exam on a walk-in basis, but be aware that walk-in appointments are only rarely available.

If you have any questions about this No Show Policy, please discuss with Dr. Hall.

Office hours are the hours our office is open: 9:30 am to 6:00 pm Monday thru Saturday; 10:00 am to 4:00 pm Sunday. Closed most major holidays.

Call or text us at **707-570-2418** at least 3 office hours prior to your scheduled appointment time if you need to cancel or change your appointment time in order to avoid this No Show Policy.