

Dr. Benjamin B. Wang
4750 Valley View Blvd, STE 40
Roanoke, VA 24012
Tel. 540 491 9166 Fax. 540 563 5087



Valley View
Vision Center

Cancellation, No Show and Late Arrival Policy

We want to make sure that you and the other area residents have access to high-quality eye care when you need it. To ensure maximum access to eye services for all of our patients, please be aware of the following appointment policy:

Scheduled Appointments: If you cannot make your scheduled appointment, please call us at least 24 hours in advance to let us know. This allows us enough time to offer your appointment to another patient. Failure to provide at least 24 hours notice counts as a missed appointment.

Missed Appointments: Missed appointments will be documented in your record with us. If you miss more than two eye appointments in a 12 month period you will no longer be able to schedule another appointment for routine care. You can still be seen as walk in basis only, but must realize that appointed patients will take priority.

Family appointments: For family members who miss their initial appointment in clusters (three or over three members together) or cancel the appointment within 24 hours will NOT be given another appointment in clusters.

Late Arrivals: If you arrive more than 15 minutes late for your scheduled appointment you will be given one of the following options:

- You may reschedule the appointment
- Wait for a same-day opening in the schedule, that will permit the scheduled work to be completed or
- If possible a portion of the scheduled work will be completed during the remaining appointment time.

To cancel a Tuesday appointment, please call Pearle Vision next door (540)366-8082 (option 2) Sunday by 5:00 p.m. on Sunday or by 7:00 p.m. on Monday.

If you do need to cancel or reschedule your appointment, please call our office and we will gladly help you. If an appointment is missed and has not been canceled or rescheduled, we reserve the right to charge a \$50.00 missed appointment fee.

As a courtesy, we remind our patients of their office visits via email, phone, and text. Please make sure this information is updated regularly with our staff.