



## **Appointment and Cancellation Policy**

We strive to create a schedule that most efficiently provides excellent dental care to all of the patients we serve. When an appointment is scheduled, that time has been set aside for you. When it is missed, that time cannot be used to treat another patient.

**\*\*Please arrive on time to your scheduled appointment. Late arrivals, more than 15 (fifteen) minutes after the scheduled time, causes delays for those patients who arrive promptly for their appointment time. Late arrivals will be worked into the schedule if time allows or re-appointed to another day. Cancellations later than 48 hours or NO CALL/NO SHOW patients will be charged a fee of \$25. Our office policy is absolutely firm in this regard.\*\***

The missed appointment will be charged The Missed Appointment/Cancellation fee of \$25, noted in the patient's chart and is considered missed if

1. The patient fails to show up for the appointment
2. The patient is more than 15 minutes late for a scheduled appointment without a phone call made to the dental clinic
3. The patient calls to cancel an appointment without giving a 48-hour notice

If a patient has two missed or cancelled appointments without proper notice in a six-month period, the patient will only be seen on an emergency basis or walk-in only.

As always, if you cancel 48 hours in advance by talking directly to our office staff, it will not be considered a missed or cancelled appointment.

I have read and understand the Appointment Cancellation Policy of the practice, and I agree to be bound by its terms. I also understand and agree that such terms may be amended from time-to-time by the practice.

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Print Name of Patient

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Signature of Patient or Guardian

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Date