

APPOINTMENT CANCELLATION POLICY

We strive to render excellent dental care to you and the rest of our patients. To be consistent with this we have an Appointment Cancellation Policy that allows us to schedule appointments for all patients. When an appointment is scheduled that time has been reserved for you and when it is missed that time cannot be used to treat another patient. As a courtesy, we provide reminder calls the day before your appointment and text messages the day of. Our policy is as follows.

- We require that you give our office 24 hours' notice if you need to reschedule your appointment. This allows for other patients to be scheduled into that appointment. If you miss an appointment without contacting our office within the required time, this is considered a missed appointment.
- ***A flat fee of \$30.00 will be charged to you for a missed appointment; this fee cannot be billed to your insurance company. In which, will be your direct responsibility.***
- No future appointments will be scheduled without the payment of this fee.
- If a patient is more than 10 minutes late without prior notice for a scheduled appointment we will consider this as a missed appointment, in which the cancellation fee will be charged.
- The scheduling parent or scheduling legal guardian of minors who fail or cancel appointments with less than 24 hours' notice will be held responsible for the missed appointment fee.

We are dedicated to making every effort to accommodate your scheduling needs. In return, we ask that you help us by arriving on time to your scheduled appointment time and date.