



NO-SHOW AND CANCELLATION POLICY

As a dental specialty surgical center, our day is carefully scheduled with every effort given to proper time allotments for individualized care of each of our patients. Preparation procedures including supplies, equipment and staffing can be extensive and costly. When an appointment is scheduled, that time has been set aside for you and when it is missed or rescheduled with late notice, that time cannot be used to treat another patient. We have therefore implemented the following policies regarding no shows and cancelled appointments.

- Your visit has been reserved for you. If you are unable to keep your appointment, **we require 48 hours notice for cancellation/re-scheduling.** Cancellations for Monday appointments are required by 1:00 p.m. on the previous Thursday. Cancellations for Tuesday appointments are required by 1:00 p.m. on the previous Friday.
- If 48 hours notice is not provided, a late cancellation fee of \$50.00 will be applied to your account.
- No future appointments can be scheduled nor can records be transferred without the payment of this fee.
- Patients who arrive more than 15 minutes late for their appointment will be required to reschedule their appointment and will be considered a no-show. The late cancellation fee will apply.

These policies have been established to ensure the highest quality of care for all our patients. Thank you for your attention, understanding and adherence to these policies.

Our office staff will send you this form to review and sign electronically after you make your first appointment.