



NO SHOW, LATE AND CANCELLATION POLICY

Our office reserves time for you, and only you. The Doctor, Assistant and an Operatory are set aside at your reserved time; there is no double booking in our office. This helps us meet our goal of starting on time for every patient. No Show's and Late Cancellations negatively affect our effort to provide the highest quality Dental care to you, our patients. In addition it prevents others from having that appointment time.

Our office uses an automated email reminder system two days in advance, courtesy phone calls a day in advance, and text message reminders two hours in advance to help you manage your appointments. This is offered as a courtesy. Regardless of whether or not you receive a reminder call, you are responsible for attending your appointment or rescheduling at least **2 business days** in advance of your appointment.

We understand that at **RARE** times emergencies may interfere with appointments, please let us know as soon as possible if a rare emergency is the case, so that you can be rescheduled to another time slot.

NO SHOW / LATE CANCELLATION POLICY

1. After the first No Show all future appointments already scheduled will be cancelled. After the second Late Cancellation all future appointments will be cancelled.
2. You will be able to make a second appointment after each appointment you attend.
3. Multiple appointments that are scheduled on the same day (family appointments) will not be allowed after a No Show or Late Cancellation.
4. Any appointment that is scheduled during prime time (3:00 p.m. – 5:00 p.m.) and is a No Show or Late Cancel will not be permitted to schedule during this time without a security deposit as detailed below.
5. Per the agreement signed at the start of treatment, all No Shows and Late Cancellations will result in a \$50.00 fee charged to your account. You will be responsible for paying this or making a payment arrangement prior to scheduling another appointment. Insurance does not cover this fee.
6. If you No Show or Late Cancel 3 times in a 3 month period we will assist you in finding another provider who can meet your dental needs.

Security Deposit: You may secure your next appointment with a deposit of \$50.00 up to the full fee of the procedure(s) scheduled for the next appointment by credit card, which is non-refundable. Your security deposit goes toward the cost of your treatment.