

Cancellation and Missed Appointment Policy

Your scheduled appointment time is reserved exclusively for you. We try not to overlap appointment times in order to provide excellent dental care and ensure we have sufficient time to adequately treat our patients. A reserved appointment time in our office is limited and valuable. Failure to honor your reserved dental appointment deprives other patients of receiving their dental care in a timely fashion.

We will make every effort to accommodate your scheduling needs. In return, we ask you to help us by keeping your scheduled appointments, arriving on time, and notifying us a minimum of **two business days in advance, if you are unable to keep your appointment (our business days are Monday-Thursday)**. Failure to comply with this policy will result in a \$100 fee or loss of your deposit for the missed or cancelled appointment. We will not be able to reappoint until the balance is cleared.

First missed appointment: a \$100 missed appointment fee will apply.

Second missed appointment: a \$100 missed appointment fee will apply. A non-refundable deposit equal to the appointment fee will be required for all future appointments.

Third missed appointment: You will receive a dismissal letter from our office.

Every effort is made to contact patients to confirm, please understand this is a courtesy. **Do not depend on this, your appointment is your responsibility.**

Late Patient Policy

Arriving late can affect the procedures we are able to complete during the appointment. Patients who arrive 15 minutes late to their reserved appointment time will be rescheduled as a courtesy to our other scheduled patients. **Patients who are 15 minutes late will be held to the Cancellation and Missed Appointment policy.**