



NO SHOW/CANCELLATION POLICY

Effective Jan 1st, 2016

A **NO SHOW** fee will be charged to your account if:

- 1) You do not show up for your scheduled appointment
- OR
- 2) You do not cancel your scheduled appointment at least 48 working hours prior to your scheduled appointment time

This policy pertains to all scheduled appointment types: dental procedures, dental hygiene/cleanings, orthodontic, cosmetic, and laboratory appointments.

As a courtesy to our patients, we go to great efforts to confirm appointments and track our automated system, and follow up with courtesy phone calls as needed. Unconfirmed appointments will be doubled booked which may result in long wait times due to the patient’s failure to confirm, or rescheduling when patient shows up for unconfirmed appointments. **It is important that you confirm your appointment on first notice to avoid repeat reminders or double booking of your reserved time.**

Our policy is as follows:

- **First missed appointment:** A letter will be sent to your home reminding you of our policy. We reserve the right to charge you \$50 for each hour of appointment time scheduled.
- **Second missed appointment:** After your second missed appointment, you will receive a letter as well as a bill for \$50 for each hour of appointment time scheduled. **The charges must be paid before another appointment can be made.**
- **Third missed appointment:** Will be charged the full appointment fee and/or dismissal from our practice.

We understand that emergencies due happen: we get sick, our car breaks down, we get flat tires, or we can’t leave work on time and for these reason we notify you in writing upon your first missed visit.

I have read the No Show/Cancellation policy. I understand and agree to the office policy:

Patient Name: _____

Date: _____

Signature: _____ (or Guardian if under the age of 18)