

Missed Appointment / Cancellation policy:

At our office we know that your time is valuable and we make sure that the time-slot we reserve for you is yours to keep so you can get the best service possible. Your oral hygiene is important to us, which is why every time we book an appointment for you, we book off time in our Doctors and Dental Assistants schedule to ONLY serve you.

In order for us to keep this level of service, we ask our patients to give us a minimum of 48 hours notice if they can't make it into our office. This way it allows us to serve other patients in need of serious dental work. Our doctors' times are highly requested and we want to make sure that our patients don't have to wait for months to see them. This is why we have a cancellation policy that we ask you to honor so we can attend the needs of all of our patients. We respect and value your time and we ask that you do the same for ours.

Depending on the procedure you are doing at our office, the guidelines can differ. However, the only rule we have is simple: **Please give us a minimum of 48 hours notice to cancel your appointment.**

If you fail to give us at least a 48 hour cancellation notice, we will not charge you a cancellation fee, but we may ask you for a FULLY REFUNDABLE deposit of between \$100 to \$250, depending on your procedure, for the next time you book an appointment with us. Again, **This is FULLY REFUNDABLE as long as you cancel with at least a 48 hour cancellation notice.** If you missed your second appointment or didn't cancel within 48 hours, then you will lose your deposit since we reserved that time-slot for you and your attendance was inadequate.

We will still provide treatment for you in our practice, but after your 2nd missed appointment, we will ask for you to prepay for your treatment before you schedule your next appointment. ***Please note, if you were to miss an appointment for a 3rd time in our office and you did not give us a 48 hour minimum notice, you will be forfeiting the money you have put down for your treatment.

After 3 missed appointments or 3 cancelled appointments with less than 48 hours notice in our office, we will STILL see you at our practice. However, due to your attendance record we will not be able to reserve a time-slot at our office for you. This means we can schedule you in on a same day basis. This will mean more wait times, but we will still provide you service especially if you have an emergency.

If you miss an appointment or don't cancel within 48 hours in our practice, it will take 2 years for the records to clear up. Every time you miss an appointment or don't cancel in time, the 2 years will renew.

If you have any questions regarding the Missed Appointment / Cancellation policy, Please contact our office and speak with one of our patient coordinators.