

No Show/Late Arrival Policy

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. However, advance notice allows us to fulfill scheduling needs and keeps the office operating at the most efficient level, which is especially important for health and safety protocols. Due to our one-on-one treatments, missed appointments are a significant inconvenience to your dentist, the office and other patients.

This policy is in place out of respect for all of us, including you. Cancellations with less than 24-hour notice are difficult to fill. By giving last minute notice or no notice at all, you prevent someone else from being able to schedule into that time slot.

Late Arrival Policy:

Patients are asked to arrive at their appointments before their scheduled appointment time. Once arrived, please check-in at the front desk.

A grace period of 15 minutes will be permitted for unforeseen delays a patient may encounter while traveling to the office for their scheduled appointment. If a patient arrives more than 15 minutes late for their appointment, the patient's appointment may need to be rescheduled depending on the office's schedule. This process will ensure patients that do arrive on time are seen in a timely manner.

No Show/Cancellation Policy:

A "No Show" is a patient who fails to appear for a scheduled appointment without providing a 24-hour cancellation notice. Further, a rescheduled appointment that is less than the 24-hour cancellation notice is still considered a cancellation and is treated as such. There is a \$75 charge for all No Show visits. This charge cannot be billed to insurance.

If there is a last minute cancellation, with less than 24 hours' business days' notice, the fee will be applied at the discretion of the office.

To assist the patient in keeping appointments, we will initiate a reminder telephone call/e-mail/text before the patient's scheduled appointment. During the reminder a patient is offered the opportunity to either confirm or reschedule the appointment. All reminders are documented in the patient's electronic health record. Following the reminder, the patient is responsible for cancelling or rescheduling the appointment no less than 24 hours before the scheduled appointment.

It is the responsibility of the patient receiving the reminder to confirm, cancel or reschedule 24 hours before the scheduled appointment. All reminder calls are documented in the patient's electronic health record. If the patient's phone is "out of service" or not receiving calls or texts, the patient is still responsible for keeping the scheduled appointment.