



## IMPORTANT OFFICE POLICY CANCELLATION/ BROKEN APPOINTMENT/ NO-SHOW POLICY

We understand that sometimes situations arise in which you must cancel your appointment. Within our cancellation policy, if you fail to give us an adequate notice we reserve the right to charge you for this lost time. Other patients in need of treatment cannot be seen and your treatment is delayed. Multiple cancellations or no-shows could lead to dismissal from this practice.

If you need to cancel your appointment the following cancellation policy applies:

- Exams and cleanings require a **24 hour notice** or there will be a \$50 fee.
- Surgical appointments require a **48 hour notice** or there will be a \$200 fee.

Cancellation of appointments will need to be given during regular office hours which are:

Monday - Thursday 8:00 am - 4:00 pm

Friday 8:00 am - 3:00 pm

Calling the office during the weekend or after hours will be considered a broken appointment as we cannot fill the canceled appointment over the weekend.

We understand that special unavoidable circumstances may cause you to call less than 24 hours, fees for this may be waived. Our practice firmly believes that a good doctor-patient relationship is based upon understanding and good communication.