

Cancellation and Missed Appointment Policy

Our goal is to provide quality individualized dental care to all our patients. "No-shows" and late cancellations inconvenience those individuals who need access to dental care in a timely manner. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of dental care.

Cancellation of an Appointment

In order to be respectful of the dental needs of other patients, please be courteous and call our office promptly if you are unable to keep a scheduled appointment. If it is necessary to cancel your scheduled appointment, we require that you call at least 48 hours in advance. Your appointment time will be reallocated to someone who is in need of treatment. Appointment times are in high demand, and your early cancellation will give another person the possibility to have access to timely dental care.

How to Cancel Your Appointment

To cancel appointments, **please call 734-434-3820** during regular business hours if possible. If you do not reach the receptionist, please do not cancel appointments on the voicemail. We would like you speak to you directly so we are able to reschedule and/or update your treatment accordingly. If you find it necessary to leave a message, please state your name, telephone number, and message. We will contact you as soon as possible in regards to your appointment. Your timely notice if you are canceling an appointment is very important; don't wait to call the office.

Late Cancellations

When a patient fails to call the office to cancel an appointment at least 48hours prior to the appointment time it is considered a "late cancelation".

No-Show Policy

A "no-show" is someone who misses an appointment without cancelling it within 48 hours. A failure to be present at the time of a scheduled appointment is recorded in the patient record as a "no-show".

- A \$50.00 missed appointment fee will be charged for a "no-show". This fee is not reimbursed by insurance.
- Patients with reoccurring late cancellations and or reoccurring "no shows" will not be reappointed.
- You may be permitted to call for a same-day appointment. Call the office to check for availability.
- You may be permitted to schedule an appointment if you pay in advance for your services using a credit card.

Patient Signature: _____

Date: _____