**CANCELLATION AND NO-SHOW POLICY**

This office is a private dental practice and not a dental “clinic.” An appointment time is reserved for you alone and we do value your time. We understand that there are times when you must miss an appointment due to an emergency or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Because of this, we have found it necessary to adopt the following policy regarding cancelled or no-show appointments. This is intended to assure that valuable appointments are used as effectively as possible.

An appointment is considered broken if the patient (1) does not show up for the appointment, (2) arrives more than 15 minutes late, or (3) cancels the appointment with less than 24 hours’ notice.

\_\_\_\_\_ Patients who have a history of broken appointments may not be eligible for Initials any discounts offered.

\_\_\_\_\_ Patients who have had appointments with us and either did not show up

Initials for that appointment or cancelled without 24 hours’ notice may be asked to make a non-refundable deposit in order to make further appointments. This will be a minimum of $50 per appointment. Any deposit given will be applied toward the treatment that was planned for that day as long as the patient shows up for the scheduled appointment. If the appointment is broken, the deposit will be kept by the office as a fee for broken appointment.

\_\_\_\_\_ If a patient has three or more broken appointments in any 12 month period, Initials the patient may be dismissed from the practice.

If you have any questions regarding this policy, please feel free to ask us.

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Patient Signature Date