

## Late Cancellation or No Show Guidelines

We make every effort to give patients appointments which fit their schedules as well as our own. We also call all scheduled patients to confirm their appointments for the next day. Hygiene patients booked at the previous appointment are sent a postcard as well as a call. Most businesses that deal with individual reserved appointments charge a fee equal to the lost revenue for an appointment not cancelled 48 hours in advance. This is our policy also, except that we allow patients to **cancel up to 24 hours prior to the appointment**, and our fee is minimal rather than the full cost of the planned procedures. Our current fee is **\$50 for a missed hygiene appointment and \$100 per hour for a missed visit with the doctor**. We hope that patients will honor their appointment; the fee does not offset our losses when a patient does not keep an appointment.

Our office is closed on Fridays and we ask that if you need to cancel a Monday appointment, that you do so before noon on the previous Thursday. No one likes to pay for a doctor's time when there is no service provided, but it is necessary for us to adhere to sound business practices. You are a valued patient and we hope that you appreciate our position on this matter.

By Signing below, I am acknowledging that I have read and understand this office policy.

Patient Signature: \_\_\_\_\_

Patient Name (print): \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_