

Grape Lakes Family Dental – Missed Appointment/ Cancellation Policy

We are aware that emergencies, illness, bad weather and flat tires do occur, and you may not be able to always make your scheduled appointment. We have asked that you give us 48-hours advance notice, when possible, to cancel or reschedule an appointment. When proper notice is not given, then staff and equipment are left unused when another patient could have been given this time. This adds to the overall cost of dental care. Our number one concern is our patient's dental health.

Our doctor and hygienist times are highly requested, and we want to make sure that our patients don't have to wait for months to be seen by us, especially when emergencies visits arise. This is why we have a cancellation policy that we ask you to honor so we can attend the needs of all of our patients.

We respect and value your time and we ask that you do the same for ours as well. With that we do require **a minimum of 48 hours' notice to cancel your appointment. We do understand things happen; therefore, we will allow you to cancel/miss without the 48 hours' notice two times per calendar year (we will send you up to 2 missed appointment without 48-hour notice letters). After using those two cancellations at no charge we will send the 3rd and final letter, we will charge you a cancellation fee of \$50, which will not be covered by insurance.**

Patients that continue to establish a pattern of late cancellations or missed appointments will be asked to seek dental care elsewhere. The office is willing to continue to provide services to you with the understanding that you will not miss or late cancel any more appointments.

If you have any questions regarding the Missed Appointment / Cancellation policy, please contact our office and speak with our Office Manager.

We appreciate your understanding and consideration regarding our appointment policy.

Patient Name: _____

Patient Signature: _____ Date: _____