



## Appointment Policy

We feel that our patients' time is valuable. When your appointment is made, a room is reserved, your records are prepared, and special instruments are readied for your visit. Except for emergency treatment for another patient, you can expect us to be prompt. We, of course, would appreciate the same courtesy from you. We are **100% committed** to providing timely and quality service to all of our patients. However, we also believe that an important aspect of delivering exceptional dental care is our patients' commitment to our practice as well. Therefore, we request that you honor your reserved appointment as scheduled.

Should you have to change your appointment for any reason, we ask that you **notify our staff by 10:00am the business day before** your scheduled appointment. This allows us time to offer your appointment to another patient who is needing to be seen. *Please note, because we are closed on Fridays, the cutoff time for Monday appointments is 10:00am Thursday morning.* \_\_\_\_\_ Initial

Missed appointments increase the cost of dental care for everyone, therefore, appointments that are cancelled after the specified cutoff time, will be charged a **\$75 cancellation fee for appointments 60 minutes or less, and a \$150 cancellation fee for appointments 90 minutes or longer.** \_\_\_\_\_ Initial

*We understand that emergencies and illnesses occur, and under these circumstances we may choose to waive the cancellation fee.*

**Repeated cancellations or missed appointments will result in same-day only appointments, to be determined at our discretion.** \_\_\_\_\_ Initial

***By signing this document, I acknowledge that I have read and understand Oak Grove Dental Center's policy regarding appointment cancellations.***

Patient Name: \_\_\_\_\_

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

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