



Appointments and Cancellations

As a new patient, and to ensure we deliver exceptional dental care, we want to share with you that we are **100% committed** to providing timely and quality service to all 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 give our practice one full business day notice. Please note that we are not open on Fridays, so we request that changes to Monday appointments be made no later than Thursday.**

Because missed appointments increase the cost of dental care for everyone, **after two missed appointments in which a 24-hour notice has not been given, you will be put on a same-day only basis for scheduling appointments.** We appreciate your understanding in this matter.

Please note that certain appointments, such as procedures involving sedation, will require a deposit due at the time of scheduling.

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: _____