



CANCELLATION/NO-SHOW POLICY

Please familiarize yourself with the following appointment cancellation/no-show policy. The policy enables us to better utilize available appointments for our patients in need of dental care.

We understand that there are times when you must miss an appointment due to an emergency or an obligation 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. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" appointment book.

A **no-show**, is when a patient misses a scheduled appointment without contacting the office prior the scheduled appointment time. A failure to be present at the time of a scheduled appointment will be recorded in the patient's chart as a no-show. No-shows inconvenience those patients who need access to dental care in a timely manner, as well as the dental office and staff.

Please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. **If it is necessary to cancel your scheduled appointment, we require that you call us at (904) 807-9127 by 12:00 p.m. on the day prior to your scheduled appointment to notify us of any changes or cancellations. To cancel a Monday appointment, please call our office by 12:00 p.m. on Friday.** If you do not speak with someone directly, you may leave a detailed message on our voice mail. Appointments are in high demand, and your early cancellation will allow another patient access to timely dental care.

We understand that delays can happen, however, we make every attempt to keep to the daily schedule and respect the importance of your time. If you are running late, please notify the office. If you are 10 minutes or more, past your scheduled time, we reserve the right to reschedule your appointment.

The first time there is a no-show, late cancellation, or cancellation without a reasonable excuse there will be no charge to the patient. Any recurring no-shows, late cancellations, or cancellations without a reasonable excuse will be charged as follows:

- Same Day Appointment Cancellation/Reschedule \$20.00.
- No Show Fee - \$25.00 per hour scheduled.
- These fees will not be covered by insurance and will need to be paid prior to rescheduling your appointment.