

## **SOUTHERN DENTISTRY**

### **Cancellation & No Show Appointment Policy**

Our goal is to provide quality dental care in a timely manner. In order to do so we have implemented an appointment/cancellation policy. The policy enables us to be better utilized available appointments for patients in need of dental care.

#### **Confirmation policy**

You will receive a text 2 weeks in advance to confirm your scheduled appointment. You will also receive a complimentary call and another text the day before. Please respond to either attempt, or your appointment will be automatically cancelled and then given to another patient who is on our waiting list. We look forward to hearing from you and will get you rescheduled as soon as possible.

#### **Cancellation**

In order to be respectful of the dental needs of the community, **please be courteous and call promptly if you are unable to attend an appointment.** This time will be reallocated to someone who is in need of dental care.

If it is necessary to cancel your scheduled appointment, we ask that you call one business day in advance. We realize that an unforeseen event may occur the day of your appointment. When this happens, **please call as soon as possible.** (Note, No Show Policy) Please do not cancel at the last minute or even worse, simply not show up. Your cancellation will also give another patient the possibility to schedule an appointment sooner.

#### **No Show Policy**

A "No Show" is someone who misses an appointment without cancelling 24 hours prior to their appointment. No shows inconvenience those individuals who need access to dental care.

**An Administrative "No Show" Fee of \$45.00 has been established. Insurance policies do not cover a "no show" fee.**

A patient that consistently fails to present themselves for scheduled appointments is considered a chronic no show. A patient that is a no show 3 times may be asked to pay in advance.

#### **Same Day Appointments**

We realize that illness and accidents often occur unexpectedly. In an effort to provide the convenience of timely dental care we offer same day appointments of emergency dental care.

Always call 911 immediately in case of a life-threatening emergency.