

## Appointment Cancellation Policy

Date: 03/07/2022

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Birthdate: 01/01/0001

It is our opinion that your time is valuable and it has been our philosophy that “you deserve our undivided attention.” It is for these reasons that we do NOT double book and we ask that you make a commitment to us to keep your appointments in a timely manner as they are scheduled.

**CANCELLATIONS:** When we reserve your dental appointment, that time belongs to you. Flat tires, sick children, and family emergencies will and do happen and naturally we understand because it happens to all of us. However, when missed appointments occur frequently, it affects everyone. It results in increased overhead, wasted time and manpower, and eventually higher patient fees. Effective March 1st 2022, failure to cancel/reschedule your appointment within 72 hours (3 business days) of your appointment time will result in a \$50.00 broken reservation fee for Appointments OR a \$250.00 broken reservation fee for Surgeries. Voicemails and Text messages will not be accepted for canceling or rescheduling. Please speak with a staff member, as a voicemail or text is not a guarantee that we will receive it in time to notify another patient in need of treatment of availability in our schedule.

**CHAIR DEPOSIT:** Due to the extensive amount of time our staff and doctor devotes to preparing and reserving uninterrupted time for reservations over 1 HOUR, we may require a deposit of 25% of the treatment fee to book your appointment.

**MISSED/FAILED APPOINTMENT:** If you miss an appointment and we did not hear from you at least 72 hours (3 business days) in advance, your appointment will be recorded as missed/failed. Three (3) or more missed/failed appointments may result in a Missed/Failed Appointment Fee, OR your release as a patient from our practice. We will make every effort to accommodate your schedule to prevent this occurrence.

**LATENESS:** Appointments are scheduled based on the amount of time needed to perform your specific procedure. In some cases, your tardiness may prevent us from completing the procedure without haste. We want to deliver the best service to you so we ask that you be prompt. Certain procedures may need to be rescheduled to another day/time depending on your arrival time.

Thank you for your cooperation,

Dr. Ryan Estes & Dr. Allison Marlow