



Appointment Policy

We understand your time is very important and respect your commitment to continued dental health. Our goal is to schedule your appointments and make each visit with us as convenient, efficient, and timely as possible.

In order for us to better serve you, your personal needs, and the needs of our other patients, we require your acknowledgement and understanding regarding our "Appointment Policy."

Scheduling and Reminder Calls

We ask for courtesy to the Doctor/Hygienist and our other patients that you keep your scheduled appointment. It is very important that the date and time you choose is one that you will be able to attend as your appointment time is reserved especially for you. If you are unable to attend your scheduled appointment, please call us as soon as possible so we can offer that day and time to another patient in need.

We have an automated text and email system that will attempt to contact you well in advance of your appointment. If you do not confirm through our automated system, we will make a reminder call between 1 and 2 business days in advance to confirm your appointment. If we are unable to personally speak with you, we will leave a message for you to call us back. A return phone call at least the day prior to your appointment is required to reserve your scheduled appointment. Any voicemail messages left after hours to cancel, change, or confirm appointments must be left at least 48 hours prior to your scheduled appointment.

If we do not receive a confirmation, we may not be able to see you as originally scheduled as we will offer this time to another patient in need.

Repeated cancellations or missed appointments will prevent us from extending you the privilege of scheduling appointments in advance.

Missed and Late Appointments

Patients that miss their scheduled appointments, provide less than 1 business day cancellation notice, or arrive more than 15 minutes late will be assessed a ***\$50 missed/late appointment fee.***

If two missed appointments occur within 30 days, patients will not be allowed to schedule future appointments. Patients may call and be scheduled for the same day if the Doctor/Hygienist has scheduling availability.

If a third missed appointment occurs, regardless of the time interval between appointments, patients may not be allowed to schedule future appointments or may have the doctor-patient relationship terminated as determined by the Doctor.

We understand unforeseen events can prevent you from being able to provide a 24 business hour notice, however a \$50 missed/late appointment fee will still be assessed to your account since instruments, chairs, and personnel are reserved exclusively for your appointment.