



Appointment Policy

We reserve time in our schedule especially for your child, and in consideration of others we request at least 2 working days notice prior to cancellation of appointments. We do understand that there are circumstances that may prevent you from keeping your child's appointment, however with providing us as much notice as possible we may be able to contact another family who would like that appointment time. Afternoon appointments fill quickly, and canceling less than 2 working days does not allow us enough time to schedule another patient in need of treatment. You will receive one warning letter for missed appointments without proper notice given. After the first warning letter you will be asked to pre-pay for your child's appointment before we will reserve time on our schedule. **There will be a \$75 missed appointment fee for all missed appointments without a 2 working day notice.** Patients that are running late are asked to call the office as soon as possible to check with the staff if they will still be able to keep their appointment. Also, cancellations are not accepted if left on the answering service and the appointment will not be considered cancelled unless you call during our regular business hours and speak with one of our scheduling coordinators.

Patients being seen for restorative treatment may have their appointments rescheduled if they are more than 15 minutes late for their appointment time in consideration for other patients.

Appointments cancelled with less than a 2 working day notice or presenting more than 15 minutes late on a school holiday, or an after school time will not be rescheduled on another school holiday, or after school appointment time, as they are our most popular appointments.

We greatly appreciate your cooperation in helping us provide you with excellent care for your family. Please sign below that you have read, and acknowledge the above information provided to you. You may also have a copy for your records at your request.

Parent/Guardian: _____

Date: _____