



PERSONALIZED & COMFORTABLE

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MT. SCOTT FAMILY DENTAL CANCELLATION POLICY

When you make an appointment, we reserve a special time just for you. We prepare for your appointment by scheduling the doctor, hygienist and our entire staff to serve you. We prepare a room, necessary instruments, tray set-ups, sterilization procedures, dental supplies, support staff, your dental chart, even your financial and insurance records for your visit. Some of this is done a full day in advance.

More than 20 clinical and administrative procedures are performed for each doctor and hygienist appointment. Even when your appointment is with the hygienist, we schedule time with the doctor for your exam, to read your x-rays, and to review your dental record. When an appointment is not kept as scheduled, it creates a hardship on our staff; our other patients and our doctor.

We know that circumstances may arise that make it necessary to cancel your dental appointment. If you give us a minimum of 24 hours advance notice, there is never a charge for a broken appointment. Advance notice of your cancellation consists of talking directly with a member of our staff. Voice mail messages do not give us enough time to find another patient to fill your time slot. Our fee for a short notice cancellation is \$50.00.

Genuine emergencies happen, and we care enough to help. If the reason for the short notice cancellation is something serious enough to prevent you from going to work, school or enjoying planned activities for the full day, please talk to us about waiving part or all of the fee.

We are sincere in wanting to respond to your rescheduling needs in a way that is supportive of you, but also in a way that is fair to our other patients, our staff and our doctor. The short notice cancellation fee helps balance the burden of a cancelled appointment.

Sign

Date