

Cancellation Policy

Effective March 2018

Please keep in mind that when we schedule you for an appointment, we are reserving that time with the hygienist and/or doctor specifically for you. Therefore we require that you let us know more than 24 business hours before any appointment one hour or less or 48 hours for any appointment 75 minutes or longer that may need to be cancelled or rescheduled. If appropriate notice is not given as described above, there will be a \$45 charge added to your account for one hour or less appointments, or a charge of \$100 for appointments longer than one hour.

We make every effort to remind you of your appointments by email and/or text using an automated system, and if we have not yet received confirmation, we will reach out personally by phone two days prior to your appointment, as well as the day before. In addition, we will confirm your insurance eligibility before your appointment and will reach out to you if there is an issue such as expiration. It is your responsibility to provide us with updated dental insurance (if applicable) at least one day prior to your appointment or you may be required to pay for the visit out of pocket.

Due to our commitment to seat all of our patients in a timely manner, if you arrive late to your appointment, we will do our very best to complete all that we can, but you may need to return to continue any treatment that was not able to be done.