**office policy for failed appointments**

When you have a scheduled appointment, there is a Doctor, an assistant, or a hygienist’s time set aside for you. In the event that you cannot attend a scheduled appointment, we ask that you call us 24 hours (48hrs for specialist appts) prior to that appointment to cancel and/or reschedule. Failure to cancel in advance or no shows are subject to a $50 charge ($100 with specialist).

Additionally, the highest demand appointments at our office are between 8–10 a.m. and 3–6 p.m. If two appointments between these time frames are failed, they will only be reappointed between the hours of 10–2 p.m.

We understand that emergencies sometimes do arise, however, in the event of consecutive failed appointments we reserve the right to discharge you from our office.

Our patients and time are extremely precious to us. We try to accommodate appointments as best we can when the time is available. For your convenience we have this policy.

We appreciate your assistance in helping to keep our schedule running smoothly.

Respectfully,

Your New Look Dental Team