



## Cancellation Policy/No Show Policy and Collection Policy for Appointments

### **1. Cancellation/No Show Policy for scheduled exams and hygiene appointments:**

We understand there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly 'full' appointment book. If an appointment is not cancelled AT LEAST 24 hours in advance you will be charged a fifty dollar (\$50.00) fee; this will NOT be covered by your insurance company.

### **2. Cancellation/No Show Policy for Surgery and SRP Procedures:**

Due to the large block of time needed for surgery, last minute cancellations can cause problems and added expenses for the office. If surgery is not cancelled AT LEAST 5 DAYS in advance you will be charged a one hundred and fifty dollar (\$150.00) fee; this will NOT be covered by your insurance company.

### **3. Late Policy:**

If a patient is more than 15 minutes late for an appointment, the appointment may need to be rescheduled. This is to ensure that the patients who arrive on time do not wait longer than necessary to see the provider. We will try to accommodate late-comers as best as possible, but cannot compromise on the quality and timely care provided to our patients. If time allows for partial services to be rendered, (decided upon by the provider) payment will be due in full at time of service. If services are unable to be rendered, a fifty dollar (\$50.00) late fee will be applied.

### **4. Account Balances:**

We require that patients with self-pay balances pay their account balances to zero (\$0.00) prior to receiving further services by our practice, unless a payment plan has been established beforehand.

Print Name of Patient: \_\_\_\_\_

Signature Patient/Guardian: \_\_\_\_\_

Date: \_\_\_\_\_