

# CANCELLATION POLICY

## Rocky Point Dental

Michael Brian Bush DMD, PA

In order to allow all of our patients to experience the best available appointment arrangements, please be aware of our cancellation policy. We consider the time set aside for your appointment to be your reserved time.

Consequently, when you do not provide us with a 24 hour courtesy call, our other patients who are waiting for appointment times are affected. We need at least 24 hour notice to fill your appointment time on our schedule.

- Please cancel during normal business hours and with at least 24 hours notice (48 hours for more than one family member scheduled on the same day). Whenever possible, please notify us during regular business hours so that we can make arrangements for other patients to use this time.
- **Emergencies:** We understand that true emergencies do arise. Appointments missed due to reasons beyond normal circumstances will be taken into careful consideration. **Please call and let us know!**

*Please remember that you are a valuable member of our dental practice. This policy is constructed to better serve all our patients and we thank you for your patronage.*

Our policy regarding cancellations/no show appointments:

- The first appointment that is missed without 24 hours notice or valid emergency: a verbal reminder of the cancellation policy will be given.
- The second appointment that is missed without 24 hours notice or valid emergency: a letter will be sent to the patient regarding the cancellation policy. We may ask that the patient go onto the same day scheduling list.
- The third appointment that is missed without 24 hours notice or valid emergency: the patient may be dismissed from the practice.

*\*\*Those patients who have 2 or more failed appointments may be asked by Rocky Point Dental to schedule "same day appointments". Rocky Point Dental will ask the patient what days they may be available to call for completion of the missed appointment. We make every attempt to schedule the patient on their available days to complete missed work, but they will not be able to schedule outside of 24 hours. After the missed appointment is completed the patient will be able to schedule normally again. If the patient is unable to schedule within the 90 days for missed appointments, they may be dismissed from the practice.\*\**

The key to remember is communication. If you are unable to make your appointment for any reason, please call and let us know. This will allow us to better serve all of our patients. Thank you!

Patient Signature (Parent/Guardian if patient is 17 or under)

\_\_\_\_\_

Date \_\_\_\_\_

Print Patient Name \_\_\_\_\_

Print Parent/Guardian Name \_\_\_\_\_

Revised January 2017