**Appointment Cancellation Policy**

New Smile Dental is dedicated to your quality care and is pleased to reserve your appointment time exclusively for you. We attempt to schedule appointments that are most convenient for you and that fit your personal schedule.

We respect our patient time and make every effort to remain on schedule. Some visits are more complicated than initially anticipated, and emergencies may arise that could possibly delay us. In such case, every effort will be made to notify you beforehand.

Because we reserve time exclusively for each patient, we ask that you make every effort to not change your reserved appointment. If you find that you cannot keep your scheduled appointment, **we require minimum 24-hour notification.** This allows your reserve time to be made available for other patients in need of treatment. To notify us of any change, please call our office during business hours.

We understand that there are unforeseen circumstances that caused reserved appointment to be missed without 24 hours’ notice we certainly want to make provisions for this within our policy in order to make this provision, as well as to maintain the most efficient schedule for our patient, our Appointment Policy is as follows:

* As a courtesy, our staff attempted to confirm appointments before they are scheduled as well as send text and email notifications
* Late arrivals cause schedule delays for those patients who arrive promptly at their appointment time. Late arrivals will be worked into the schedule if time allows or re-appointed to another day
* Patient who don’t show up to their appointment or reschedule without the required 24 hours’ notice will be required to supply us with a credit card to secure their rescheduled appointment. New Smile Dental will not place any charges on the credit card, so long as the rescheduled appointment is honored or rescheduled within the 24 hours prior to the new appointment day.
* Should the next appointment be broken without the following the above guidelines, New Smile Dental reserves the right to charge a $25 missed appointment fee per half hour scheduled
* To avoid raising our dental fees and allow for all our patients to reserve appointment times when desired, we find it necessary to implement this policy. Thank you for understanding and respecting our time policy!

Patient/Guardian Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_