



DENTAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting Elison Dental Center for your dental needs. Our goal is to provide quality and compassionate dentistry care for the whole family in a timely manner. In order to do so we have had to implement an appointment/cancellation policy. The policy allows us to better utilize available appointments for our patients in need of dental care.

When you schedule an appointment, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us enough time to schedule other patients who may be waiting for an appointment. Please read the following cancellation/no show policy below:

- Any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours' notice** will be considered a **No show** and charged a **\$25 fee**.
- Any established patient who fails to show or cancels/reschedules an appointment with no **24 hours' notice** a **second time** will be charged a **\$50 fee**.
- If a **third** No show or cancellation/reschedule with no **24 hours' notice** should occur the patient may be **dismissed** from Elison Dental Center.
- Any new patient who fails to show for initial visit will not be rescheduled.
- The fee is charged to the patient, not the insurance company, and is **due at the time of patient's next office visit**.
- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above policy will remain in effect.

We understand that 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 or reschedule an appointment, you may be preventing another patient from getting much needed treatment. A "No show" is someone who misses an appointment without canceling it within a 24-hour working day in advance. No shows inconvenience those individuals who need access to dental care in a timely manner.

Delays can happen; however, we must try to keep the other patients and dentist/s on time. If you are **running late**, please notify the office. If a patient is **15 minutes** past their scheduled time, we may have to reschedule your appointment.

You may contact Elison Dental Center 24 hours a day, 5 days a week at the number below. Should it be after regular business hours Monday through Friday, or a weekend, you may leave a message. Voicemails or SMS message are acceptable.

Elison Dental Center: **(208)522-7216**

I have read and understand the Dental Appointment Cancellation/No Show Policy and agree to its terms.

Signature (Parent/Legal Guardian)

Relationship to Patient

Printed Name

Date