

CHARMING SMILES NO SHOW/CANCELLATION POLICY

(please read carefully before signing)

Thank you for entrusting your dental care to Charming Smiles . We strive to provide you with world class care in a relaxing, friendly, and efficient environment. To achieve these objectives, we must develop a cooperative and comprehensive cancellation and no show policy. We believe that this policy will assist us in streamlining the appointment process and provide greater coordination of patient flow within our office.

One of the foundations of the policy is an appointment reminder system. This system sends reminders at strategic time intervals before each appointment. We therefore require each patient to provide us with a required response to the reminders either to confirm or cancel their appointment. If you do not respond to the reminders, your appointment may be assigned to a patient on our waiting list. If you need to cancel your appointment please provide a minimum of 24hrs' notice for a general exam, cleaning and 48 hrs for any dental procedures other than a new patient or routine cleaning/exam.

Our cancellation policy requires 24hrs notice or a fee of \$50 will be charged. All appointments scheduled for Monday's should be cancelled by 3pm the previous Friday. Appointments cancelled on Saturdays and Sundays, or Public Holidays do not meet the 24hrs notice requirement and will be charged the cancellation fee. If you are a "no show" for any appointment, you will be charged \$50 for the first occurrence and \$100 for each occurrence thereafter.

If you have an appointment scheduled on a Saturday, and you cancel less than 24hrs for a general cleaning/exam (48 hrs for dental procedures other than a cleaning/exam), or are a "no show" a fee of \$50 will be charged. In addition you

will not be able to reschedule for another Saturday, you will be required to be seen during the week before scheduling another Saturday appointment.

If you are unable to make your appointment, it is important that you call us at 301-317-9020, (no voicemail messages please) or email us at charmingdentist@gmail.com as soon as possible so that we can update our schedule.

If you have any questions please contact the office at 301-317-9020 or email us at charmingdentist@gmail.com.

By signing this document you are agreeing to the full content of the document.

Signature of Responsible party

Date

Printed

date

Witness Signature

Date