



Missed Appointment Policy

We will make every effort to accommodate your scheduling needs. In return we ask that you help us by keeping your scheduled appointments. If you are unable to do so, please notify us at least 24 hours in advance. When you provide us with 24 hours' notice we are able to accommodate other patients in need of treatment.

Please read our policy as indicated below:

Cancellations are requested with 24 hours notice, otherwise it is concerned a missed appointment.

- **First missed appointment** – We realize patients get sick, people sometimes forget, or another emergency arises. As soon as you are aware that you can't make the appointment, call us – even late at night you are able to leave a message on our answering machine. Typically, we don't charge for the first missed appointment; however, we do reserve the right to do so.
- **Second missed appointment** – A missed appointment fee of \$50.00 will be charged to your account. This will be charged per family member if multiple appointments scheduled and broken. Please note: Insurance will **not** pay for this charge. We require that the missed appointment fee be paid in full before scheduling another appointment.
- **Third missed appointment** - You will be charged another \$50.00 missed appointment fee. In addition, we also reserve the right to dismiss you from our practice.

Note: Parents bringing in two or more family members at the same time will be restricted from scheduling a double or triple appointment after missing two such appointments for multiple family members.

Thank you for your courtesy.

(Note: Prior to implementation the policy and notification process have been approved and met the requirements of the North Carolina Dental Society and was also reviewed by our attorney.)
Updated 07/27/17