



HIGH TECH • SOFT TOUCH • CLASSIC SERVICE

Appointment Policy

We respect your time as being as valuable as ours. We do not “double-schedule” or “over-book” - so each person receives our undivided attention. Although emergencies do arise, we do everything possible to be on time for your reserved appointment.

We expect the same respect for the time of your fellow patient and for our time. Most people do not think about it, but if you do cancel an appointment on short notice or miss a reserved appointment time, many people are inconvenienced, including another patient who is denied of that time. Our office policy regarding missed appointments enables us to better utilize available appointments for our patients in need of dental care.

We ask that you review your commitments carefully before reserving time with us. In order to be respectful of the needs of other patients, please be courteous and call us promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment.

Cancellation of an Appointment. If it is necessary for you to cancel your scheduled appointment, please call **(248) 435-8880** at least **48 hours** in advance. If you are unable to reach the receptionist, please leave a detailed message, including your name, phone number, and scheduled appointment details. Our office will return your call as soon as possible to provide you with your next available appointment time.

Missed Appointment Policy. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a “*Missed Appointment*”.

Please be advised that our office considers all appointments confirmed at the time they are made. Appointments that are missed, forgotten or cancelled with less than 48 hours advanced notice will be subject to a “**Cancellation Fee**” in an amount equal to **\$50 per hour reserved** for such missed or cancelled appointment. Our office reserves the right to deny scheduling any future appointments until payment of the Cancellation Fee is satisfied.

Prime Appointments. Our office requires a **valid credit card number** be provided, at the time of booking an appointment, for each of the following circumstances:

- Appointments scheduled between 8:00AM and 9:00AM during any day of the week;
- Appointments scheduled between 5:00PM and 7:00PM during any day of the week;

- Appointments scheduled at any time during the weekend (i.e., Saturday and Sunday).

No charges will be made to your credit card, unless you fail to provide sufficient notice of a cancellation or miss your scheduled appointment. In the event you fail to provide at least 48 hours advance notice or miss your appointment, our office reserves the right to charge the Cancellation Fee to the provided credit card.

For greater clarity, our office reserves all appointments made during above noted hours with a valid credit card. You are not required to pay for our services with the provided credit card, and may choose to use alternative financing options to pay for any treatment you receive during your appointment.

Continued Disappointments. After three (3) disappointments (i.e., short notice appointment cancellation or missed appointments), our office reserves the right to ask that you visit another dental provider which may be more suitable to meet your scheduling needs.

If you have any further questions, comments, or concerns regarding our Appointment Policy, please speak with any of our office representatives.

Patient Signature

Date