

## Appointment Cancellation Policy Jacob Grapevine, DDS

Every patient is important to us! That is why we schedule appointments in advance to reserve the appropriate amount of time to accommodate your schedule. We respect each patient's valuable time. We make every effort to assure that you are seen on time and leave on time as best as possible.

In order to provide the quality service each patient deserves, we require at least 48 hours notice prior to cancelling or rescheduling appointments by phone during business office hours. Patients who cancel or do not show up for their appointment without the required notice time, may not be offered the choice to reschedule an appointment. We will contact you when our schedule has availability and offer you the available time. We also reserve the right to deny appointment request or dismiss you from the practice for more than 2 appointment cancellations without proper notice. A fee may be applied to no show appointments up to the amount of 50% of the appointed treatment fee.

### Late Arrival

Any patient who is more than 15 minutes late may be considered a "no show" for their appointment.

Our patients appreciate that we respect their schedule and we make every effort to honor their appointment time. When these guidelines are honored, everyone enjoys the proper care and treatment deserved. Please sign below that you understand our policy.

Patient Name: \_\_\_\_\_ Date \_\_\_\_\_