

# Cancellations & No Show Policies

At Smile Dental Clinics, we understand that unanticipated events occur in everyone's lives. However, out of respect for both our practitioners and patients who are trying to rearrange their busy schedules, we ask you to do your best not to cancel appointments last minute, not show up, or show up late as this impedes the level of service we can provide. In our commitment to provide an outstanding experience to all of our patients and out of consideration for our practitioners' time, we have adopted the following policies:

## Arrival at the Office

We ask all ESTABLISHED patients to arrive no later than 10 minutes prior to their scheduled appointment time and all NEW patients arrive 30 minutes prior to your scheduled appointment time. This allows you the time to fill out appropriate forms, discuss questions or account balances, and prepare for your treatment. It will also help you slow down and catch your breath from your busy day!

## Tardy Policy

As you can imagine, late arrivals can set back the schedule significantly. As a courtesy to other patients, if you arrive late, your session will be shortened to the remainder of your original scheduled appointment. If you arrive more than 10 minutes late, you will be asked to reschedule. Practitioners may choose to accommodate for the change if they are able however this is not guaranteed.

## No Show & Cancellation Policy

Out of consideration and respect of our practitioners' time, if a patient does not show up for a scheduled appointment and does not provide any type of advanced notice (minimum of 48 hours), the patient will be charged \$25 per half hour or the full price of the scheduled visit, whichever is most appropriate given the type of appointment.

You may cancel or reschedule your appointment without charge prior to 48 hours in advance or before the end of business day (office closes at 5:00pm) two days prior to your appointment. Voice mail messages may be left after business hours and over the weekend at 623-846-5555. If you no show, cancel or reschedule with less than the aforementioned notice or via voicemail after closing the business two days preceding your appointment, you will be charged \$25 per half hour.

The first offence may be forgiven but is not guaranteed and will be recorded in your account. A second offence will be issued a written warning and a missed appointment fee of \$25 per half hour for the time reserved for the missed appointment will be charged to your account (i.e a 2 hour appointment would be \$100 total). A third offense will result with a written dismissal from the practice.

We understand that sometimes life is a little out of your control and that unforeseen circumstances happen. In other words, if you are going into labor, you will not be charged a no show fee. Thank you for your understanding. We look forward to helping you restore your oral health.

**\*Please Note:** Not receiving an automated reminder is NOT an acceptable excuse for missing an appointment. These automated reminders should be considered a "bonus" to keep you on track with your schedule and should not be relied upon as your sole method of knowing when your appointment is scheduled.