

Four Corners Family Dentistry
Missed Appointment and Cancellation Policy

Dear Valued Patients,

We know your time is very valuable to you, and we strive to ensure the time slot we reserve for you is just for you. Your oral hygiene is extremely important to us, and we aim to provide an exceptional level of care. We achieve this by blocking the time in our doctors' and hygienists' schedules for them to serve ONLY YOU.

In order for our dental team to provide this level of care, it is crucial that patients arrive precisely on time and/or give a minimum of 24 hours notice, should they be unable to attend their scheduled appointment. This amount of notice allows us to schedule other patients on our waitlist who are in need of urgent dental care. Our appointment slots are highly requested, and we try to keep waitlist times to a minimum.

We ask our patients to understand and honor the following cancellation policy in respect of our office and other patients waiting to be seen:

- Patients arriving 15 minutes or more after their appointed time may not be seen or may not have all the anticipated treatment completed that day.
- New patients cancelling with less than 24 hours notice will be dismissed. New patients require extra time and effort on behalf of the entire office; therefore the prospect of these parameters must be upheld.
- Established patients will be dismissed after 2 missed(no call/no show) appointments or 2 cancelled appointments with less than 24 hours notice, during a one year time period. *Please note: We will continue to accommodate these patients for 30 days post dismissal for emergency situations only.*
- Dismissed patients will have records from our office sent to their new doctor's office once a records release form is signed from either our office or their new treating office.
- Cancellations occurring with less than 24 hours notice or no call/no show appointments will hold on a patient's record for a period of one year.

We are happy to answer any questions regarding our cancellation policy. Thank you for your continued consideration of your dental health and our dental team.

Sincerely,

Dr. Greg Moos and the Four Corners Family Dentistry Team