



# SOUTHWEST DENTISTRY

## *Cancellation Policy/No Show Policy For Doctor Appointments and Hygiene Recall Appointments*

### *1. Cancellation/No show policy for Hygiene Appointment*

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting necessary dental care.

(Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.)

**If an appointment is not cancelled at least 2 business days in advance you may be charged a \$50 fee; this will not be covered by your insurance company.**

### *2. Scheduled appointments*

We understand that delays can happen, however, we must try to keep the other patients and doctors on time.

**If a patient is 15 minutes past their scheduled time, we will have to reschedule the appointment.**

### *3. Cancellation/No show policy for Dentist appointment*

Due to the large block of time needed for restorative appointments, last minute cancellations can cause problems and added expenses for the office.

**If an appointment with the dentist is not cancelled at least 3 business days in advance, you may be charged a \$75 fee; this will not be covered by your insurance company.**

### *4. Account balances*

All balances are due on the same day of your appointment.

Patients who have questions about their bills or who would like to discuss a payment plan option may ask to speak to a business office representative with whom they can review their account and concerns.