



Appointment Cancellation Policy

We understand that unplanned issues can come up and you may need to cancel an appointment. If that happens, we respectfully ask for scheduled appointments to be cancelled at least 48 hours in advance.

Our doctors & hygienists are available for your needs and the needs of all our patients. Scheduling is reserved by one patient per time slot, therefore, when a patient does not show up for a scheduled appointment, another patient loses an opportunity to be seen. Although we have always had a cancellation policy, circumstances have caused us to enforce a policy of charging for no-show appointments and those appointments not cancelled within 48 hours. **As of June 1, 2018 there will be a minimum fee of \$25.00 assessed for same day cancellations and minimum fee of \$50.00 for no-show appointments. If we do not receive a confirmation it does NOT cancel your appointment.**

Thank you for being a valued patient and for your understanding and cooperation as we institute this policy. This policy will enable us to open other unused appointments to better serve the needs of all patients.

The Staff of East Metro Beautiful Smiles