



CANCELLATION POLICY

We at Desoto Family Dental Care strive to provide the highest quality care for our patients. Time is reserved especially for you at your appointment with the dental hygienist or doctor. When an appointment is cancelled at the last minute or not kept, typically we are unable to fill it due to the short notice. This is unfortunate because, at times, there are patients who are in need of treatment who are waiting on appointments. We have implemented a Cancellation Policy to ensure that **all** of our patients can receive our utmost attention in a timely manner.

The policy is as follows:

We will call to confirm your appointment 1-2 days in advance; however, please realize that it is the primary responsibility of the patient to remember their appointment, even if our office is unsuccessful at reaching you.

We ask that you please give us **at least 24 hours** notice of cancellation before an appointment, with reasonable exceptions. These cancellations of less than 24 hours and no shows will be kept in the patient's record. Once a patient has **2** cancellations of less than 24 hours or **2** no shows, the patient will have to prepay for services in order to make another appointment. On the **third** cancellation/no show without proper notice, the patient will be automatically discharged from care.

Exceptions will be made for emergency situations. Thank you for your assistance in ensuring all patients receive the care they need in the shortest amount of wait time.

Signature

Date

DFDC Staff

Date

FOR OFFICE USE ONLY

No.	Date	Cancel	No- Show	Reason
1				
2				
3				