

Colleen R Cain DMD LLC
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CANCELLATION POLICY

Our office policy for short notice cancellations or disappointed appointment is as follows:

After two (2) missed appointments, there will be a \$35 rescheduling fee for routine appointment.

Our office provides two (2) reminder phone calls. The first is done one week before your scheduled appointment, and a second call is made one day before your appointment.

After two (2) missed appointments, in order to reschedule in the future for a routine appointment there will be a \$35 rescheduling fee to be paid at the time of rescheduling the appointment. If that appointment is attended, then the \$35 can either be refunded to the patient or remain on the account for the next rescheduling fee. If the rescheduling fee of \$35 was paid and that appointment was cancelled or missed, then the \$35 will not be refunded and another \$35 rescheduling fee will need to be paid if another routine appointment is scheduled.

After two (2) years of consistent appointments kept, then the patient will no longer need to pay the rescheduling fee of \$35.

For clarification, a short notice cancellation means cancelling with less than a 48 hour notice of your scheduled appointment. A disappointed appointment is complete failure to show up for a scheduled appointment without giving any notice.

A routine appointment is a cleaning/check-up appointment.

The rescheduling fee for a missed appointment other than a routine appointment will be at the discretion of our office.

We are setting aside time for you and when you fail to come in for an appointment, it is unfair to our other patients who are in need of appointments.