



Cancellation and Broken Appointment Policy

When reserving a time with us please make every attempt to make your appointment.

We do not “double book” as many offices do. This time is set aside specifically for you. We understand that illness and emergencies occur. We ask our patients to give us a 24 to 48 hours notice. This allows us time to fill our schedule with other patients who may be waiting.

Policy and Fees:

Cancellation or rescheduling of an appointment **with 24 to 48 hours notice – NO CHARGE**

Cancellation or rescheduling of an appointment **less than 24 hours** may or may not be considered a broken appointment; it will be at our discretion.

Failure to give 24 hour advance notice:

- One broken appointment is allowed within a 12 month period
- Any additional broken appointments within a 12 month period will be charge a fee
\$35 for a hygiene appointment
\$50 for other appointments scheduled for an hour; each additional hour incurs an additional fee of \$25

Definition of “Broken Appointment”: a broken appointment is when you

- **Cancel or reschedule** an appointment with **less than 24 hour notice**
- **Do not show up** for a scheduled appointment

Our number one concern is our patient’s dental health. Providing services in a timely manner is critical to accomplish that goal. Our other goal is to keep the cost of dental services as economical as possible. The appointment you schedule for treatment is reserved for you and your treatment only. When you fail to keep your appointment without providing us adequate notice, this adds to the overall cost of care, as trained professionals and dental facilities are not being utilized.

We appreciate your understanding and consideration regarding our appointment policy and if you have any questions or concerns, never hesitate to ask us at ITC Dental.

I have read and understand the above mentioned policy.

Patient Signature (Parent of Guardian if minor)

Date