

Welcome to HORIZONS DENTISTRY!

Sunday's Cancellation/Broken Appointment 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 atleast 48 hours in advance.

Regular dental visits every 6 months, including examinations, cleaning, fluoride treatments, dental sealants, and fillings are important to keep teeth healthy. It is especially important that you keep your appointment! Valuable time has been reserved for your care. In an effort to keep dental costs down while maintaining a high level of professional care, we respectfully request a 48 hour cancellation notice. Your scheduled time has been saved only for you and the doctor. A missed appointment results in lost time which could be used for another patient waiting to receive treatment. Due to staff overhead that occurs in broken appointment slots, a \$50 cancellation fee will be charged to you if a 48 hour notice is not given. This fee cannot be billed to your insurance company and will be your direct responsibility.

All appointments must be confirmed 48 hours in advance. We will make a courtesy call 2 days before your appointment. If we are unable to speak with you, we reserve the right to double-book your appointment. PLEASE CONTACT US 48 HOURS IN ADVANCE TO CONFIRM YOUR APPOINTMENT.

Our message system will accept your cancellation calls for you and will record time/date of your calls to avoid a \$50 charge to your account. We appreciate your efforts to keep scheduled appointments and we will make every effort to continue to have convenient hours and pre-schedule availability for you.

I understand the above paragraph regarding payment for services, and have had the opportunity to have any questions answered to the best of HORIZONS DENTISTRY's ability.

Signature of Responsible Party _____ Date