

# SCHEDULING POLICY

Our staff at Elite Smiles Dental is committed to providing the highest quality of dental care and services for our patients. Dental procedures require preparation and planning. This includes appropriate staffing, treatment room and material preparation at specific times during our work day. We reserve specific time blocks in an attempt to meet patient schedules and the urgency of the dental need. If you have made an appointment with us, that time has been reserved exclusively for you and we have prepared in advance for your visit. Please be advised of the following requirements:

A missed/cancelled appointment fee will be charged if the patient fails to reschedule His/Her appointment without 48 business hours notice. This means calling by Thursday the week before for a Monday or Tuesday appointment, since we are not always open on Friday. If the appointment is rescheduled prior to 48 hours, then the no charge will be applied.

\$50.00 will apply for missed/cancelled hygiene appointments.

\$100.00 will apply for missed/cancelled treatment appointments that are scheduled with Dr. Gambrell or Dr. Hairr.

Exceptions will be considered for unforeseen and unavoidable circumstances, such as a death in the family or our office closing due to inclement weather.

We try our best to respect all patients scheduled times and not make anyone wait. Your appointment time is reserved just for you and we do not have people that we can replace your time if you fail to remember to come to your appointment. We also try our best to remind you of your scheduled time with phone calls, emails, and text messages. We appreciate your understanding and look forward to providing you excellent dental care.

**By signing below, you are acknowledging that you have read the above policy and understand what is expected of you and your appointments.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_