

## **CANCELLATION, CONFIRMATION, NO SHOW POLICY**

The Professionals at Elite Dental Center understand that situations arise in which you must cancel your appointment. Therefore it is requested that you provide at least 24 hour notice if you need to cancel your appointment. Our doctors and staff want to be available for your needs and the needs of all our patients. This will allow for another patient who is waiting for an appointment to be scheduled in your appointment slot. Cancellations that are made with less than 24 hour notice do not allow us to offer that slot to other people in need.

Also, we make every effort to confirm your appointment by phone, text, or email and it's an expectation that you confirm this appointment when contacted by one of these means.

Although we have always had a cancellation policy, circumstances have caused us to enforce a policy of charging for NO SHOW appointments that are not cancelled within 24 hours.

**As of June 1, 2018, there will be a fee of \$25.00 assessed if we do not receive a call to cancel your appointment.**

**Furthermore, patients who do not show up for their appointment without a call to cancel will be considered a NO SHOW. Patients who No Show two (2) or more times in a 12 month period may be dismissed from the practice.**

Thank you for being a valued patient and for your cooperation as we institute this policy.

Dr. Mark Rosebush

Dr. Josh Whiteley

Staff at Elite Dental Center