**The policy for cancellations, confirmations and no shows is as follows:**

**Confirmations**-We call all hygiene appointments 3 weeks to a month to remind people of their upcoming appointment. We understand a lot of these appointments are a made months in advance and it can be difficult to remember. So we now do this as a courtesy to our patients. We also call approximately 2 days before an appointment to confirm that you will be there. This is so that we can make sure that if you can’t make it we can accommodate other patients. We do expect people to confirm. If we can’t confirm a dental appointment (an appointment with the dentist, not the hygienist) we may fill that spot with someone having an emergency and you may have to reschedule. This is to cut down on the number of people we have to turn away when people do not show up for their appointments. We apologize for any inconvenience this may cause.

**Cancellations and rescheduling**-We understand that emergencies happen and people don’t always have the ability to give a 24 hour notice. However, we would ask that if you can’t make it to your appointment you please give us 24 hours’ notice so that we may serve others who are waiting for an appointment. If a patient cancels or reschedules without giving 24 hours’ notice 4 times, within a calendar year we will have to make all of their future appointments “same day”. What this means is you will need to call in the morning on any given day to check appointment availability and schedule for that day.

**No-Shows**- As with cancelling and rescheduling, we understand that emergencies occasionally happen. If you can’t make it to your appointment, please call within 24 hours. If a person, or family, have 3 occurrences in a calendar year of not showing up and not calling at all before the appointment they will need to make all future appointments “same day”.

We are happy that most of our patients at the dental center attend or cancel/reschedule appropriately. However, we serve so many and sometimes can’t provide care due to being fully scheduled we need to look at our policies. We have turned people away and had no shows and last minute cancellations and that’s not fair to any of our patients or providers. We are not instituting any kind of financial penalty like some providers enforce. Thank you for understanding and thank you for coming to the Tamworth Dental Center. We are happy to serve you!

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

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