

Dear Patrons,

Thank you for choosing AbCom Family Dental Care as your Dental Care Provider. We are committed to providing the best care possible.

Below you will find an outlined policy that will be enforced for all cancellations or for those patrons who fail to attend appointed time. We ask that you read thoroughly and understand the policy so continuity of care can be provided for all.

## **Appointment Cancellation Policy:**

Time has been specifically reserved for your appointment with the Doctor or Hygienist; this time is allotted in co-ordinance with the treatment or therapy the dental care provider requires.

If there is a need to move or cancel your appointment with the provider, we request you phone in at least 48 hours prior to the appointed time. If you cancel or reschedule the appointment with less than a 48 hours notice charges will be applied to your account.

Outlined charges for cancellations or failure to attend appointed time:

- \$45 – Per appointment hour with less than 48 hour cancellation notice for all Hygiene therapy appointments
- \$45 – Per appointment hour with less than 48 hour cancellation notice for all Doctor restorative appointments
- \$50 – Per appointment hour for “no show” with either the Hygienist or Doctor

*A “no show” is some one who doesn’t come to their appointment time and fails to give the required 48 hour notice prior to appointed time with either the Doctor or Hygienist.*

Our commitment to provide the best care to all our patrons is our first priority. This time can be reallocated to someone who is in urgent need of treatment, if the required notice is provided as outlined above. A failure to be present at the time of a scheduled appointment will be recorded in the patients’ chart as a; “no show”, “cancelled appointment”, or “rescheduled appointment”.

AbCom Family Dental Care appreciates your patronage to our office and Dental Care Providers.