



APPOINTMENT GUIDELINES

Dr. Sheila Gordon- Holt and staff are pleased that you have chosen us for your dental needs. It is our goal to provide you with excellent care and service. Because your dental care is our top priority, we minimize our daily volume of patients and do not double book our patients, to provide you with the highest quality dental care. Therefore, your scheduled appointment is reserved especially for you. The following is to inform you of our office guidelines concerning missed appointments. A missed appointment is when you fail to show up, cancel or reschedule an appointment, without prior notification. It is important to give our office a courtesy call if you are unable to keep your appointment. **We do not accept emails as a cancellation** as we have a service that send out reminders as a courtesy to you of when your appointment is. We will always be happy to discuss your particular situation as exceptions may be made on individual basis. Office appointment guidelines are outlines below.

New Patient Appointments

On your first visit you can expect an introduction to our office and staff; a thorough examination and review of your oral health and overall health history, including necessary dental x-rays (please bring current x-rays 1 yr or less if available); careful evaluation of your current dental status and concerns; a discussion of the most satisfactory treatment plan to meet your oral health goals. **We require 48 hours (2 working days) cancellation notice. This allows us the opportunity to offer the appointment time to another patient. If we do not receive a courtesy call cancelling your appointment a \$50.00 missed appointment fee will be billed to you.**

Recall and Office Visits

We require a 48 hours (2 working days) notice for all recall and office visit appointments. You will be billed a \$75.00 fee for any missed appointment.

1st missed appointment: You may be billed \$ 75.00

2nd missed appointment: Written notification and you will be billed a \$75.00 fee

3rd missed appointment: Written notification of the third missed appointment and you will be billed \$75.00.

Missing three appointments may result in a discharge from the practice.

Procedure Office Visits

We require at least at 48 hours (2 working days) cancellation notice prior to the day of your schedule procedures. A lot of time and preparation is involved for the Dr., Hygienist, Dental Assistant, Lab Techs, insurance verification and supplies needed. Moving another patient to fill your slot at the last minute is difficult and we do not double book our patients to insure you are getting the quality care you need. **Patients who do not provide a 48 hours (2 working days) cancellation notice will be charged a \$150.00 fee.**

Signature: _____