



## Cancellation/Missed Appointment Policy

At Charlotte DentalPro, we strive to provide top quality dental care in a timely manner for all our patients, and when you make an appointment with us, that time is **reserved** for you. Our staff will also work in advance to ensure everything is ready at the time of your visit, so you can be seen promptly. To ensure this can be accomplished, we have implemented an appointment/cancellation policy as follows:

### Cancellation of an Appointment:

In order to be respectful of the dental needs of other patients, please be courteous and call the office promptly if you are unable to attend an appointment, so we can reallocate it to someone else who needs it. If it is necessary to cancel your scheduled appointment, **we require that you call at least 24 hours in advance**. Calling early in the day is appreciated. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely dental care.

### How to Cancel Your Appointment:

To cancel appointments, please call **704-247-4000**. If you do not reach the receptionist you may leave a detailed message on the voice mail. If you would like to reschedule your appointment, please be sure to leave us your phone number and let us know the best time to return your call.

### No-Show Policy:

A "no-show" is someone who **misses or cancels an appointment with less than 24-hours notice**. "No-shows" inconvenience those individuals who need access to dental care in a timely manner, as well as the dentist and staff who had set time aside for it. A failure to show up at the time of a scheduled appointment will be recorded in the patient's chart as a "no-show". The first time there is a "no-show" there will be no charge to the patient. Any additional "no-shows" will result in a **fee of \$50**. This fee can't be billed to the insurance company, and will need to be paid **before** a new appointment can be scheduled. If a patient accumulates 3 "No-shows", at the manager's discretion he or she will be subject to continue as a "walk-in" patient only or be dismissed from practice.

### Late appointment

A patient showing up late for his/her appointment will also be subject to the \$50 fee. There is no grace period and the patient should always plan to arrive ahead. Exceptions will be made only in extraordinary circumstances, under management discretion.

I, \_\_\_\_\_ (print name) have received a copy of this policy and authorize Charlotte DentalPro to assess cancellation/no show fees accordingly.

\_\_\_\_\_  
Patient Signature (or responsible financial party)

\_\_\_\_\_  
Date