

Missed Appointment / Cancellation Policy

We view our patient relationships with a deep sense of responsibility. We understand and respect that your time is valuable; because of this we reserve an appointment time that is dedicated for your treatment with Dr. Neal and your care team.

In order for us to maintain this level of dedicated service, we require our patients to give us a **minimum of 48 hours** notice if they cannot keep their reserved appointment time. This allows us to serve other patients in need of dental care.

Dr. Neal and his clinical team's time are highly requested and we work hard to ensure our patients receive the care they need in a timely fashion. For this reason we ask that you honor our cancellation policy, as this will allow us to attend to the needs of all our patients.

If you fail to give the requested 48-hour notice, you understand and agree to pay the \$50.00 cancellation fee. We will be glad to get you rescheduled at your earliest convenience and will then require a deposit of \$100, which will be credited to your account, and used on your next scheduled visit. However, if you miss or fail to give 48-hour cancellation notice to cancel your rescheduled appointment, you forfeit your deposit.

After 2 failed appointments, we will require you to prepay for your treatment before we can preschedule your next appointment. If you fail to give 48 hours notice or miss your 3rd appointment, you will forfeit the prepayment you provided to secure your reserved time.

We understand you may have an unpredictable schedule, so reserved appointments may not be the best option. Dr. Neal's priority is always your dental health needs and the respect of All of our patient's time. Same day scheduling maybe the best option to ensure you do not continuously incur failed appointment fees. Speak with a scheduling team member about the best way to arrange that. We are here to help you achieve dental health success.

All changes to your scheduled appointment **must** be handled during our regular business hours. Short Notice cancellations are not accepted by after-hour's voicemail.

OFFICE HOURS:
Monday 8:00 AM – 5:00 PM
Tuesday 8:00 AM -- 5:00 PM
Wednesday 8:00 AM -- 8:00 PM
Thursday 10:00 AM -- 2:00 PM
Friday 8:00 AM -- 1:00 PM

I have read, understand and agree to the above Office Policy and Financial Agreement.

GUARANTOR SIGNATURE

DATE

It is understandable that sometimes cancellations cannot be helped due to illness or emergency and We Will take all valid circumstances into account.