

Dental Innovations, P.A.
11221 Shawnee Mission Parkway
Shawnee, KS 66203

Appointment Cancellation Policy

We strive to have timely appointments available to patients that need to be seen quickly. Therefore, ***we need to know as soon as possible if you will not be able to keep your appointment*** so that we may offer that time to someone who has an immediate need. Missed appointments not only create an inconvenience to us and our other patients, but also put a financial burden on our practice when we keep staff and other resources available for appointments that are not kept. We respect your time and we, as well, ask that you respect our time.

As a result, we regret that we must follow the model commonly used by many other dental and medical practices in the area and establish an Appointment Cancellation Policy, effective April 1, 2013. There will be a **\$50 per hour fee assessed for every appointment missed or cancelled with less than 48 hours advance notice.**

If you are late for an appointment and there is not enough time remaining in the schedule to complete your planned treatment before our next patient is due, we may need to reschedule your appointment. Also, if you have not arrived by your scheduled time and we have another patient waiting, we will go ahead and see the patient who is already here and may need to reschedule your appointment. In both these instances, the cancellation fee may apply. Certainly, emergencies such as illness, etc., do occur and we do not wish to penalize patients for unavoidable situations. However, we do want to discourage repeated abuse of our scheduling process, which is ultimately unfair to those patients who are diligent about keeping their appointments.

****SATURDAY APPOINTMENTS****

Please make sure when you schedule an appointment for a Saturday that you will be able to keep your appointment. Our office makes sure we have enough staff to handle the patients that are coming in on Saturday. These staff members take time away from their families in order to provide dental care for those patients who need Saturday appointments. We ask that you respect our time and if you cannot make your confirmed appointment, give us at least a 48 hour notice or as much notice as you can so we can get another patient in at that time. We usually have a waiting list for patients who want a Saturday appointment. If you are running late, it would be greatly appreciated if you could call us and let us know when you will arrive. If you do not make it to your Saturday appointment, we will regrettably need to charge your credit card \$50 per hour scheduled. You will also not be able to have another Saturday appointment for one year. If you do not confirm your appointment for Saturday by noon on the previous Thursday, we will cancel your appointment and give that time to another patient.

If you have any questions at all about this policy, please do not hesitate to ask. We appreciate your business and your understanding of the need for this policy.

I have read the above information regarding the Appointment Cancellation Policy and agree to its terms.

Name (please print): _____

Signature: _____

Date: _____