



Appointment Policy

Our policies ensure that we are able to provide our patients with exceptional service. Valuable time has been reserved specifically for your child's appointment. A missed appointment results in lost time, prohibiting other patients from receiving dental care. Please make every effort to be prompt and keep your scheduled appointments, as we make every effort to stay on schedule and provide prompt treatment.

Confirmation

You will receive a text message three (2) days prior to your scheduled appointment. If you have not confirmed your appointment, you will receive a phone call at least 24 hours prior to your appointment. If you are unable to make your appointment, please let us know as soon as possible.

Missed Appointments

Any appointment canceled or rescheduled less than 24 hours in advance will count as a missed appointment.

If a patient misses two (2) appointments, we will not reschedule them for a priority appointment time, such as after school or on school holidays, we may not accommodate rescheduling siblings together. If a patient has more than three (3) missed appointments, they will be subject to dismissal from the practice.

We understand that adequate notice may occasionally be unavoidable due to illness or unexpected emergencies. Some exceptions to this policy may be determined on an individual basis. Please contact our office immediately if you are unable to make your appointment and we will do our best to accommodate you.

Late Arrivals

In order to keep our schedule running smoothly and on time for all of our patients, we ask that you be on time for your appointments. Appointments are scheduled in 30-minute increments. If you arrive late, you may be asked to reschedule. Dependent upon the day's schedule, we will make every effort to work you in; however, moving your appointment to another available time may be necessary.

Thank you for your understanding and cooperation.