



COOPER OWENS

APPOINTMENT CANCELLATION POLICY

Cooper Owens Dental has instituted an Appointment Cancellation Policy. A cancellation made with less than 48 - hour notice significantly limits our ability to make the appointment available for another patient in need.

To remain consistent with our goal to provide patients with the best service and treatment when needed, we have instituted the following policy:

1. Please provide our office a 48-hour notice in the event that you need to reschedule or cancel your appointment. This will allow us the opportunity to provide needed care to another patient. A missed or late cancellation for hygiene is \$50/hour and doctor schedule is \$100/hour. We answer the phones 24/7.
2. If a patient cancels with less than a 48-hour notice or breaks two or more appointments within a 12 month period without providing 48-hour notice, then the patient will be placed on "Same Day Only" status for future scheduling.
3. "Same Day Only" patients will not be permitted to schedule appointments more than 48 hours in advance.
4. If you are more than 10 minutes late for your appointment, the appointment will be charged, cancelled and rescheduled.
5. As a courtesy, we make reminder calls and send automated texts and postcards to confirm your appointment. Please make sure we have your current address and phone number
6. Repeated missed appointments may result in the termination of the doctor/patient relationship.
7. There is a lot of advanced weather technology. If a snow storm is predicted we definitely ask for 48 hours notice to cancel. The majority of our staff drives over an hour to take care of you. They have never not been here in a snowstorm. If you are concerned about weather, please cancel 48 hours prior.
8. We reserve the appropriate amount of time for your procedure. If you reduce your appointment, by changing how many fillings you get or any less treatments you will be charged the difference as a missed appt. For example if we are holding time for you for two fillings and you decide to only do one. We had an hour holding for you, but then when you arrived one filling is only a half hour, you will be charged for the other half hour as a missed appt.

If you have questions regarding this policy, please let our staff know and we will be more than happy to clarify any questions that you may have.

Signature: _____ Date: _____