

CANCELLATION-NO SHOW POLICY

We understand that certain situations/emergencies may arise that require you to cancel or reschedule your appointment. However, if you are unable to keep your appointment, we just ask that you call us as soon as possible and/or with at least a 24-hour notice. With the increase in demand for our providers, this will allow us an opportunity to help someone else in your slot. You can always cancel appointments by calling the following number:

OFFICE:(904)829-1962

Additionally, to ensure that each patient is given the proper amount of time allotted for their visit, and to provide the highest quality care, it is very important for scheduled patients to arrive for their visit on time. As a courtesy, an appointment reminder call, text and/or email to you will be made at least one (1) business day prior to your scheduled appointment. That being said however, it is still the responsibility of the patient to arrive on time.

PLEASE REVIEW THE FOLLOWING POLICY

1. Please **cancel** your appointment with at least a **24 hours notice**. There is a waiting list to see the dental providers and whenever possible, we would like to fill all cancelled appointments.
2. If less than a 24-hour cancellation is given, this will be documented as a **“No-Show”** appointment.
3. If you do not present to the office for your appointment, this will be documented as a **“No-Show”** appointment.
4. If you have **(2) “No-Show/Missed”** appointments within a 12-month time period, you will be placed on a **“NO APPOINTMENT PROBATION” period of 1 year**. This means that all services provided to you for the duration of your probation will be on a walk-in/stand-by basis only.
5. If you are **more than 10 minutes late** for an appointment, you will not be seen and will be considered a **“No-Show”**.