

e l e v a t e d

ORAL & MAXILLOFACIAL SURGERY

720-870-1451

Appointment No Show/Cancellation/Reschedule Policy

As a dental specialty surgical center, our day is carefully scheduled with every effort given to proper time allotments for individualized care of each of our patients. Preparation procedures including supplies, equipment and staffing can be extensive and costly. When an appointment is scheduled, that time has been set aside for you. We do realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. However, advance notice allows us to fulfill scheduling needs and keeps the clinic operating at its most efficient level.

We have implemented the following policies regarding no shows and cancelled appointments. This policy is in place out of respect for all of us, including you.

Our policy is as follows:

- ~ A minimum of 48 hours' notice is REQUIRED for all cancellations or rescheduled appointments. You must cancel or reschedule your appointment with one of our staff members. Leaving a message on voicemail, text or email is not an option for canceling or rescheduling.*
- ~ If you are more than 15 minutes late for your scheduled appointment, you may be asked to reschedule, and a cancellation fee may apply.*
- ~ Cancellation or rescheduled appointments for Monday are required by 12:00 p.m. Thursday on the previous Thursday.*
- ~ Cancellation or rescheduled appointments for Tuesdays are required by 10:00 a.m. on the previous Friday.*
- ~ Weeks that include a holiday will require a cancellation or reschedule of 3 business days prior to the appointment.*
- ~ A \$150.00 fee will be charged for all NO-SHOW appointments, as well as surgery appointments that cancelled or rescheduled without the above 48-hour notification.*
- ~ Larger surgical cases are subject to the 48-hour notice, as a no show/cancellation/reschedule charge totaling a percentage of the entire case. Our office will inform you regarding these cases.*
- ~ No future appointments can be scheduled nor can records be transferred without the payment of this fee.*
- ~ Please note that insurance companies do not cover fees for broken appointments, therefore payment is the patient's responsibility.*

Our policies and procedures have been established to ensure the highest quality of care. No shows and late cancellations prevent other patients from receiving much needed quality care.

Thank you for your understanding and adherence to this policy.

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