

# DeKalb Dental Center

## APPOINTMENTS AND CANCELLATIONS

### Patient Appointment Agreement

We appreciate your decision to come to DeKalb Dental Center for your dental needs. We value your time, and we are committed to making every effort to provide timely service to all of our patients. An important aspect to this is the commitment of our patients to honor their appointments by arriving in a timely manner, as well as giving proper notice if an appointment needs to be rescheduled.

#### Rescheduling Appointments

We understand that occasional situations arise that may require rescheduling of your appointment. If you need to reschedule, please contact our office immediately. We require a minimum of 24 hours' notice, and we ask that you speak directly with a staff member rather than leaving a message on voicemail. Our office is closed on Fridays. Therefore, if you have an appointment on Monday that you need to reschedule, we require that you notify us no later than the prior Thursday morning.

#### Cancelled / Missed Appointments

Cancellations with less than 24 hours' notice, as well as missed appointments will be subject to a fee. Cancelling appointments via voicemail after business hours for an appointment the next day will be subject to a fee as well. The fee is approximately 30% of the cost of your appointed treatment. Repeated cancellations or missed appointments will result in either a pre-payment of treatment in order to reappoint, or a loss of future appointment privileges with DeKalb Dental Center.

Please be respectful of your appointment times, and remember that last minute cancellations and missed appointments result in lost time that we could have used to treat other patients. Thank you for your cooperation.

I understand the Patient Appointment Agreement and agree to honor the terms of the agreement.

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Patient Name (PRINT)

Date

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Patient or Guardian Signature