

CANCELLATION POLICY

We work diligently to maintain a high level of personalized service and strive to accommodate our patients' needs for office visits in a timely manner. We respect your time and will make every effort to keep you from waiting. This requires careful planning and coordination. Reminders will be given in advance before your scheduled appointments. **Please ensure you update your phone number and emails as needed.**

We understand emergencies arise from time to time, just as they do for us. However, when a patient fails an appointment or cancels without adequate notice, we cannot use that time to meet the needs of other patients. We respectfully request your understanding and agreement to our policy as it is stated below.

Confirmation Policy

We require our patients to confirm their appointments by responding "Yes" to the confirmation text message to keep their reserved time. The confirmation text message will be sent 3 days ahead of your appointment, make sure to respond!

How to cancel your appointment

If it is necessary to cancel your reserved appointment, we require that you contact our office at least 24 hours in advance. For Monday appointments, we request cancellations be made during office hours (7:50a-4:00p) on the preceding Thursday.

To cancel an appointment, please call 612-638-1206. If you do not reach a team member, you may leave a details message on the office voicemail or a text message to 612-638-1206.

No-Show Policy

A no-show status occurs when a patient misses an appointment without cancelling 24 hours in advance (or on a Thursday for a Monday appointment). Last-minute cancellations are considered no-show appointments (in the absence of a true emergency). Multiple no-shows could result in dismissal from our clinic.

Late Policy

New Patients: Please arrive 30 minutes prior to your appointment to fill out New Patient paperwork. New Patient paperwork can be filled out online ahead of time.

Established Patients: Please arrive 5-10 minutes early for appointments in case updated paperwork is needed or insurance verification is needed prior to your appointment.

Failure to be present at the appropriate time for a reserved appointment will be recorded in your patient chart as a no-show.

Fees

The first no-show will result in a \$25 fee being applied to your account.

If there is a second incident, a \$50 fee will be applied to your account.

A third incident will result in your status being changed to same-day appointments only.

The incidents are accumulated over a 12-month rolling period.

By signing below, I certify that I have read and understand the terms and conditions of Metro Dentalcare Richfield Oral Surgery appointment cancellation policy.

Patient Name

Signature

Date