

No Show/Late Cancellation Policy Acknowledgement

Effective January 1st, 2018

With a new year come new changes for everyone. At Cadena Dentistry, our main focus is to provide our patients with the best quality of service from the moment you enter, to getting treated and when you leave our office. It is for this reason that we are reemphasizing our No-Show/Cancellation policy.

1. We ask that all of our patients show up 5-10 minutes prior to their appointment time to allow adequate time to check-in, as well as completing any of our required paperwork. New patients please show up 15 minutes prior.
2. Please note that our doctors and hygienists are only given a certain amount of time to service your needs and stay on schedule to avoid long waiting times. If you are more than 15 minutes late to your appointment without notice, your appointment may need to be rescheduled.
3. Patients who fail to cancel their appointments 24 hours prior to their scheduled appointment will have a \$25 fee added per half hour. This fee will need to be paid along with any co-pays or other fees for the appointment missed prior to seeing a provider on their next visit.
4. We always try our best to avoid missed appointments as all of our patients are contacted one week in advance and also the day before. Our receptionists will use any numbers provided by the patient so please make sure you inform us of any changes to personal information.
5. If you are trying to reschedule appointments during non-business hours please call the office and leave us a voicemail with your name and callback number or message us on Facebook. We will return your call to reschedule on the next business day and no fee will be incurred.

It is our commitment to serve you with the highest level of dentistry available. Our mission is to attract, retain and enhance the value of our patients by providing excellent dentistry in all areas of our practice.

Signature: _____

Date: _____