

# APPOINTMENT CANCELTATION POLICY

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At Mountain Bay Dental, we understand that unexpected situations may come up that would require you to cancel or change a scheduled appointment. In the event that you would need to cancel or change a scheduled appointment, we ask that you contact our office at least 24-48 hours prior to your scheduled appointment time. If you are calling us after hours or you get our voicemail, please leave a detailed message stating your need to change or cancel your scheduled appointment. This advance notice will allow us to better serve our patients. We have patients that have daily emergencies and or are on a wait list to be seen sooner. Proper notification of an opening in our schedule allows our other patients the opportunity to arrange their schedule and come to an earlier appointment. Failure to appear for your scheduled appointment without prior notification will be considered a "no-show". Repeated "no-show" instances will result in termination from our practice.

In an effort to help our patients remember their appointments, Mountain Bay Dental will:  
Provide phone call reminders two business days in advance of your scheduled appointment. If we do not receive an appointment confirmation with our first attempt a second phone call will go out one business day prior to your appointment. Should you prefer an email or text confirmation and we have your information on file we can provide confirmation via email or text.

Patient or patients' Guardian is responsible for having up to date and accurate contact information on file at all times. Should a patient's information change we ask you to immediately update the information if the patient already has a scheduled appointment.

I have read and understand the above appointment cancelation policy.

\_\_\_\_\_  
Patient/Guardian

\_\_\_\_\_  
Date

I would like to have a copy of this policy for my records (circle one):    Y    N

Copy made and given to patient by: \_\_\_\_\_  
Employee Name