

# Joseph Howe Family Dentistry

Dr. Francis X. MacNeil and Dr. Patrica Gaetz

## Cancellation Policy/No Show Policy

### 1. *Cancellation/ No Show Policy for Dental Appointment*

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.

**If an appointment is not cancelled at least 48 hours in advance you will be charged seventy-three dollars fee (\$75); this will not be covered by your insurance company.**

### 2. *Scheduled Appointments*

We understand that delays can happen however we must try to keep the other patients and doctors on time.

**If a patient is 15 minutes past their scheduled time we will have to reschedule the appointment.**

### 3. *Account balances*

We will require that patients with self pay balances do pay their account balances to zero (0) prior to receiving further services by our practice.

Patients who have questions about their bills or who would like to discuss a payment plan option may call and ask to speak to a business office representative with whom they can review their account and concerns.

Patients with balances over \$100 must make payment arrangements prior to future appointments being made.

\_\_\_\_\_  
**Print Name Patient**                      \_\_\_\_\_  
**Signature Patient/Guardian**                      / /  
Patient Account # \_\_\_\_\_  
**Date**  
(Office Use Only)