



## **NO SHOW/MISSED APPOINTMENT POLICY**

We, at Breen Family Dentistry, understand that sometimes you need to cancel or reschedule your appointment and that there are emergencies. If you are unable to keep your appointment, please call us as soon as possible **(with at least 24 hour notice)**. You can cancel appointments by calling our office at 616-454-9091. **If after hours, please leave a message.** If you fail to show for your appointment or fail to call within 24 hours to cancel, we will apply the indicated fees below:

- **1<sup>st</sup> No-Show/Same Day cancellation - Free**
- **2<sup>nd</sup> No-Show/Same Day cancellation within 1 year - \$50.00 fee**
- **3<sup>rd</sup> No-Show/Same Day cancellation within 2 years - \$100.00 fee**
  - Dismissal from the practice will be considered and you will be notified by letter if the dismissal was approved.

### **For New Patient Appointments - Less than 24 hour/No-Show cancellation - \$50.00 fee**

- Fee must be paid before you can reschedule with our office.

Any no-show/same day cancellation fee will be charged to the patient, not the insurance company, and **must be paid prior to scheduling a new appointment.**

To ensure that each patient is given the proper amount of time allotted for their visit and to provide the highest quality care, it is very important for each scheduled patient to attend their visit on time. As a courtesy, an appointment reminder call/text is made to you at least two (2) business days prior to your scheduled appointment. However, it is the responsibility of the patient to arrive for their appointment on time. If you arrive later than your appointment time and there is not enough time to properly provide your treatment, you may need to be rescheduled.

**Returned check fee: \$35**

Thank you for choosing Breen Family Dentistry! We appreciate the opportunity to care for your oral health needs.