

## Appointment Policy

### **Purpose**

At 208 Dental, we respect your time and work hard to keep our schedule running smoothly so we can provide timely care for all patients. This policy outlines appointment confirmation, cancellation, attendance expectations, and related consequences.

### **Appointment Confirmation (24 Hours)**

Appointments must be confirmed **no later than 24 hours prior** to the scheduled appointment time. Appointments may be confirmed by **phone, text, or email**.

If confirmation is not received, the appointment **may be released** to another patient on our waitlist.

### **Cancellations & Rescheduling**

Appointments must be canceled or rescheduled with at least **48 business hours'** notice prior to the scheduled appointment time. Business hours exclude weekends and holidays.

Cancellations made with less than 48 business hours' notice are considered late cancellations.

Advance notice allows us to offer your reserved time to another patient in need of care.

### **Missed Appointments & Late Cancellations**

A **\$50 missed appointment fee applies** to late cancellations and missed appointments (no-shows), as outlined in the **Financial Agreement Policy**.

Missed appointment fees may be deducted from any applicable deposit on file.

### **Deposits & Scheduling Requirements**

Deposits required to schedule appointments are governed by the **Financial Agreement Policy**, including the requirement for a **50% deposit of the estimated patient portion** when a balance is expected.

After **two late cancellations or missed appointments**, patients may be required to meet **additional scheduling requirements**, which may include:

- Additional or non-refundable deposits
- Deposits for all future appointments
- Same-day scheduling only

These requirements are intended to protect clinical time and ensure access for all patients.

### **Late Arrival Policy**

Patients arriving **more than 10 minutes late** may need to be rescheduled if clinical time cannot be reasonably extended. Late arrivals may be treated as missed appointments depending on circumstances.

### **Repeat Missed Appointments**

Patients with a pattern of missed or late-cancelled appointments may be subject to further scheduling restrictions or **dismissal from the practice**, consistent with office policies.

### **Exceptional Circumstances**

We understand that emergencies and unforeseen events occur. If you are unable to confirm, cancel, or attend your appointment due to a true emergency, please contact our office as soon as possible. Situations will be reviewed on a case-by-case basis.