



## Cancellation Policy for Dental Appointments

Our goal at Visalia Pediatric Dentistry is to provide exceptional service to all our patients, including high quality dental care to be safely received in a timely manner. We value your time, and so we work to confirm with each family your appointment via email, text, and with a phone call to the number on record in the days and weeks leading up to the scheduled appointment.

We do understand that illness, emergencies, flat tires, bad weather and even bad luck do occur. We ask our patients to provide us at minimum 24 hours of advanced notice if they cannot keep an appointment. This advanced notice allows us time to fill our schedule with other patients that are waiting to be seen. We appreciate your understanding and consideration regarding our cancellation and failed appointment policy.

A **Failed Appointment** is an appointment that is cancelled or rescheduled with less than 24 hours' notice or an appointment where a patient does not show up.

- We allow for **one (1)** failed appointment as a courtesy. We understand circumstances occur that are simply out of our control.
- After the **2<sup>nd</sup> failed appointment**, the patient will only be scheduled for a same-day appointment, and we will no longer schedule family members together.
- After the **3<sup>rd</sup> failed appointment**, the family will be dismissed from the practice.

To cancel or reschedule an appointment, please call 559-624-1177. If you do not reach the scheduling coordinator you may leave a detailed message on the voicemail.

### Acknowledgement of Receipt

As a legal guardian of a patient cared for at Visalia Pediatric Dentistry, I have reviewed this **Cancellation Policy** with a team member and all my questions have been answered.

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Print Guardian Name

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Guardian Signature

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Date