

Missed Appointment Policy

Lake Crest Family Dentistry
2321 John Hawkins Pkwy., Suite 221
Hoover, Alabama, 35244-3543
Phone # 205-989-5889

We will make every effort to accommodate your scheduling needs. In return we ask that you help us by keeping your scheduled appointments. If you are unable to do so please notify us at least 24 hours in advance. When you give us advance notice we are able to accommodate other patients in need of treatment.

Please read our policy as indicated below:

Cancellations are requested with 24 hours' notice; otherwise it is considered a missed appointment. Reminder text, email and phone calls are solely a courtesy. Your appointment is considered confirmed at the time you schedule it.

First Missed appointment- We realize patients get sick, people sometimes forget, or emergency arises. As soon as you are aware that you can't make the appointment, call us – even late at night you are able to leave a message on our answering machine. Typically , we do not charge for the first missed appointment; however , we do reserve right to do so.

Second missed appointment- A missed appointment fee of \$35 will be charged to your account. This will be charged per family member if multiple appointments were scheduled and broken. Please note: Insurance will not pay for this charge. The charge must be paid in full before we are able to schedule another appointment.

Third missed appointment- You will be charged \$70 missed appointment fee. In addition we also reserve the right to dismiss you from our practice.

Note: Parents bringing two or more family members at the same time will be restricted from scheduling a double or triple appointment after missing two such appointments for multiple family members.

Patient/ Guardian Signature _____ Relationship to patient _____ Date _____

Prior to implementation the policy and notification process have been approved and met the requirements of the Alabama Dental Society.