



12810 W Broadway Street, Suite 110  
Pearland, Texas 77584  
832.230.3349  
832.619.1292  
iSmile@smilevillagedentalcare.com  
www.smilevillagedentalcare.com

#### Missed Appointment/Cancellation Policy:

At our office, we know that your time is valuable, and we make sure that the time slot we reserve for you is yours to keep so you can get the best service possible. Your oral hygiene is important to us, which is why every time we book an appointment for you, we book off time in our doctor's and dental assistant's schedule to ONLY serve you.

In order for us to keep this level of service, we ask our patients to give us a minimum of 48 hours' notice if they can't make it into our office.

This way, it allows us to serve other patients in need of serious dental work. Our doctor's times are highly requested, and we want to make sure that our patients don't have to wait for months to see them. This is why we have a cancellation policy that we ask you to honor so we can attend to the needs of all of our patients.

Depending on the procedure you are having done at our office, the guidelines can differ. However, we request that you give us a minimum of 48 hours' notice to cancel your appointment.

If you fail to give us at least a 48 hour cancellation notice, we may charge a \$40 per hour cancellation fee. After your second missed appointment, we will ask for you to prepay for your treatment before you schedule your next appointment.

After 3 missed appointments or 3 cancelled appointments with less than 48 hours' notice in our office, we will STILL see you at our practice. However, we will not be able to reserve a time slot at our office for you. This means we can schedule you in on a same day basis. This will mean more wait times, but we will still provide you service, especially if you have an emergency. If you have any questions regarding the Missed Appointment/Cancellation policy, please contact our office and speak with one of our patient coordinators.

Patient Name (Printed): \_\_\_\_\_

Patient or Parent/Guardian Signature: \_\_\_\_\_