

Royal Family Dentistry

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Muncie, IN 47304
765-289-1578

CANCELLATION AND MISSED APPOINTMENT POLICY

It seems that most individuals these days have a difficult time staying ahead of busy schedules and increased demands on their time. This is particularly true of Dr. Green and the staff at Royal Family Dentistry. There are always patients who need or want to be seen and the appointment schedule is the key to managing the needs of all patients.

Unfortunately, we've seen a significant increase in the number of patients canceling appointments on the date of the appointment and/or missing scheduled appointments. This is of particular concern to Dr. Green since their patient's dental care is of primary importance.

Although we understand that circumstances may not make it possible for you to keep appointments, we require a minimum of 48 hours notice for appointment cancellations. **We consider an appointment confirmed once the appointment is scheduled.** As a courtesy to our patients, we make an out-reach call/text as a reminder of your scheduled appointment. Appointments can be confirmed or canceled by leaving a message on our voicemail at the office number 765-289-1578.

*****Effective September 13, 2019*** we reserve the right to charge and collect fees for broken appointments. Appointments are reserved exclusively for you. A minimum charge of \$65 per hour-up to the amount of your appointment may be posted to your account if an appointment is canceled without a 48 hour advance notice. As a health benefit to you, we may offer to move your appointment to an earlier time if openings arise.**

Patient Signature or Parent/Legal Guardian

Date