



Joel E. Johnson, DMD, PA
Policy on Cancelled, Late & Missed Appointments

Unfortunately, too many of our patients miss appointments repeatedly. This leaves fewer appointments available for patients who want and need care. We realize that an occasional appointment may be missed for acute illness, but should be rare.

Any appointment missed or cancelled within 48 business hours is considered a **“No Show”**. Repeated **“No Shows”** within a short interval of care implies an inability or unwillingness to follow the doctor’s care plan.

We do not accept cancellations on our answering machine. Our business hours are 7:00 am – 3:00 pm Monday – Thursday.

Such patients will be informed of a charge for that missed appointment, and after a total of three (3) **“No Show”** appointments they will regretfully be discharged from our care and no further appointments will be scheduled.

This also applies if you are enrolled in “Whitening for Life Program”.

If you fail to cancel your appointment, you may be charged a “Late Cancellation Fee” of \$50.00.

More than 20 minutes late arriving to an appointment constitutes a **“No Show”** and you will be rescheduled.

Patient Signature

Date

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