



APPOINTMENT CANCELLATION / NO-SHOW POLICY

Thank you for choosing Ionia Family Dentistry for your dental care needs. Because we value our patients, whenever you schedule an appointment with us, we set aside enough time to provide you with the highest quality of care.

If you are unable to make your scheduled appointment, we want to offer that spot to another patient waiting for an appointment. In the event you need to cancel or reschedule, please call Ionia Family Dentistry at (616) 527-4930 **no later than 24 hours** prior to your appointment.

Definitions:

- “Late Cancellation” - the cancellation of an appointment less than 24 hours before the scheduled appointment time
- “No-Show” - when a patient fails to arrive on-time for a scheduled appointment

Please see our Appointment Late Cancellation / No-Show Policy below:

- Ionia Family Dentistry provides text message reminders 48 hours before a scheduled appointment as well phone calls 1-2 business days before an scheduled appointment. Any patient that fails to confirm their appointment and has not contacted our office within **24 hours** has the potential to lose their appointment slot.
- Ionia Family Dentistry reserves the right to schedule another patient in the time slot previously allotted to a patient who has not confirmed their appointment.
- If a patient has incurred two (2) documented Late Cancellation and/or No-Shows, the patient may be subject to dismissal from Ionia Family Dentistry.
- Limited exceptions will be considered at the sole discretion of Ionia Family Dentistry based on patient character and extenuating circumstances, such as hospitalizations, emergencies, illness, or similar matters.

I have read and understand Ionia Family Dentistry’s Appointment Cancellation / No-Show Policy and agree to its terms and conditions.

Signature (Patient or Parent/Legal Guardian)

Date