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Cancellation Policy for Dental Appointments

Our goal at Lex Smiles Dental is to provide quality dental care in a timely manner. We do understand that illness, emergencies, flat tires, and bad weather do occur. We ask our patients to give us 24 hours' notice whenever possible, if they cannot keep an appointment. This allows us time to fill our schedule with other patients who may be waiting. We appreciate your understanding and consideration regarding our cancellation and failed appointment policy.

- Cancellation or rescheduling of an appointment with 24 hours or more notification will result in no charge.
- A failed appointment is an appointment that is cancelled/rescheduled without 24 hours' notice or an appointment where a patient does not show up. · We do allow for one (1) broken appointment as a courtesy.
- Any additional failed appointments will be charged a fee of \$50 for a hygiene appointment and/or \$100 per hour for a doctor's appointment.
- After two (2) failed appointments we may require a deposit of up to 100% that will be applied to your appointment, in order to reserve any further appointments.
- After three (3) failed appointments you risk being dismissed from the practice.

To cancel appointments please call 781-862-1767. If you do not reach the scheduling coordinator you may leave a detailed message on the voice mail or text messaging. You may also cancel your appointment using the confirmation e-mail that is sent to you from Lex Smiles through our patient communication system.

Print Patient Name

Signature

Date