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MISSED APPOINTMENT POLICY

Our office values your time, and our goal is to provide all of our patients with quality dental treatment in a timely manner. We make every effort to confirm scheduled appointments through postcard reminder, phone calls, text messages and emails. Failure to show for a scheduled appointment, late arrivals and last minute cancellations can be costly and unfair to other patients. Our missed appointment policy enables us to better utilize available appointment time for all of our patients who are in need of dental treatment.

In order to be respectful of the dental needs of other patients, please be courteous and call our office if you are unable to show up for an appointment. This will allow us to reallocate your appointment time to another patient in need of treatment. We ask that you provide us with at least 24 hours notice if you need to cancel your appointment. To cancel an appointment, please call our office at 217-546-8811 during regular business hours (8:00am – 5:00pm).

Each missed appointment is recorded in your dental records and you will receive a letter reminding you of our missed appointment policy. Three or more missed appointments without adequate notice may result in your dismissal from our office.

Thank you for your consideration of this policy and we are glad that you have chosen our office as your oral healthcare provider.