



## Appointment Policy

Our staff at Riversbend Dental Springdale is committed to providing the highest quality of dental care and services for our patients. Dental procedures require preparation and planning. This includes appropriate staffing, treatment room availability and material preparation at specific times during our workday. We reserve specific time blocks to meet patient schedules and the urgency of the dental need. If you have made an appointment with us, that time has been reserved exclusively for you and we have prepared in advance for your visit. Please be advised the following requirements:

- We require 48 hours' notice for cancellation of a scheduled appointment
- A minimum cancellation fee of \$40 will be added for all missed or cancelled appointments with less than 48 hours' notice. Appointments longer than 60 minutes will result in a higher fee.
- Appointments missed or cancellation with less than 48 hours' notice, during/around a holiday or during peak hours (8am – 10am – 3pm-5pm) will be subject to a charge and we reserve the right to decline future appointments during peak dates/hours.
- If there are three missed or cancelled appointments without 48 hours' notice within a 1-year time frame, we reserve the right to not schedule any further appointments or to require a deposit in order to schedule a future appointment.
- Family/medical emergencies will be taken into consideration.
- Failure to comply with any subsequent appointments need to complete treatment (such as a crown or appliance seat) will not affect the amount due for billed treatment.

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Signature of patient (or responsible party)

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Date