

CANCELLATION POLICY

We work diligently to maintain a high level of personalized service and strive to accommodate our patients' needs for office visits in a timely manner. We respect your time and will make every effort to keep you from waiting! This requires careful planning and coordination. Reminders will be given in advance before your scheduled appointments. **Please ensure you update your phone number and emails as needed.**

We understand that emergencies arise from time to time, just as they do for us. However, when a patient fails an appointment or cancels without adequate notice, we cannot use that time to meet the needs of other patients. We respectfully request your understanding and agreement to our policy as it is stated below.

HOW TO CANCEL YOUR APPOINTMENT

If it is necessary to cancel your reserved appointment, we require that you contact our office at least 24h in advance. **FOR TUESDAY APPOINTMENTS, we request cancellations to be made during office hours (7am-3:30pm) on the preceding Friday.** Appointments are in high demand and your early cancellation will give another person the possibility to access timely dental care!

To cancel an appointment, please call 612-243-9357. If you do not reach a team member, you may leave a detailed message on the office voicemail, send a detailed e-mail or send a text reply to 612-243-9357. If this policy is not followed you will be placed as 'no show' status.

NO SHOW POLICY

A 'no-show' status occurs when a patient misses an appointment without canceling 24 hours in advance (or on Friday for Tuesday appointments). Last minute cancellations are considered 'no-show' appointments (in the absence of TRUE emergencies). Failure to be present at the time of a reserved appointment will be also recorded in your patient chart as a 'no-show'. Multiple 'no-shows' could result in dismissal from our clinic.

LATE POLICY

New Patients – Please arrive 20-30 minutes early for your appointment to fill out New Patient Paperwork. New patient paperwork can be found on our website as well as to be filled out online.

Established Patients – Please arrive 5-10 minutes early for appointments in case updated paperwork is needed or insurance verification is needed prior to your appointment.

By signing below, I certify that I have read and understand the terms and conditions of Metro Dentalcare Periodontics appointment cancellation policy.

Patient Name

Signature

Date