

# Mill Creek Dental Care

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Timothy E. Skidmore, D.D.S., P.C.  
39W250 Herrington Blvd, Suite F1, Geneva, IL 60134

## Appointment Cancellation Policy

Helping to maintain your dental health is a commitment everyone in our office takes seriously. It is important that you complete your recommended dental treatment in a timely manner; this is a vital component of your dental health and, at times, your overall health as well.

In order to strive to provide our patients with excellent service, we are implementing a new policy regarding cancellation of appointments.

As a courtesy to you, we will continue to contact you to confirm your reserved appointment times. If our attempts are unsuccessful, it is still your responsibility to report for your scheduled appointment. If you cannot keep your appointment, it is important that you contact us at least 24 hours in advance of your appointment. Listed below are the policies regarding missed appointments.

### Please read and initial

1. \_\_\_\_\_ **Cancel with 24 hour notice or more:** We understand that situations arise which necessitate changing your appointment; however, we would appreciate your keeping your scheduled appointment when possible. No fee will be assessed.
2. \_\_\_\_\_ **Cancel without 24 hour notice:** When a patient does cancel an appointment but does not give the office at least a 24-hour advanced notice, a fee will be assessed.
3. \_\_\_\_\_ **No-Show:** When a patient is scheduled for an appointment but does not call to cancel or show up for the appointment, a fee will be assessed.

Patients who fail to arrive for their reserved appointments or who cancel within 24 hours of their appointment will be charged a missed-appointment fee of \$50 per reserved hour. This fee is not covered by any insurance plan so it will be the patient's responsibility. In the case of unforeseen circumstances, the fee may be waived at our discretion.

I have read and agree to comply with this policy: \_\_\_\_\_

Date: \_\_\_\_\_