

Thank you for entrusting your dental care to us here at Frey Family Dentistry. When you schedule an appointment with us, we set aside enough time for you to provide you with the highest quality dental care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients waiting for an appointment.

You may have noticed that we have become extremely busy here at Frey Family Dentistry, requiring us to now maintain waiting lists of patients wishing to be seen. It has therefore become necessary to amend our Appointment Cancellation and No Show Policy, effective immediately:

- Any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least a 24 hour notice** will be considered a No Show and charged a **\$30 fee**;
- Any established patient who fails to show or cancels/reschedules an appointment with no 24 hour notice a **second** time will be charged a **\$60 fee**;
- If a **third** No Show or Cancel/Reschedule with no 24 hour notice occurs the patient may be dismissed from Frey Family Dentistry;
- Any new patient that fails to show for their initial visit will not be rescheduled;
- Any appointment fees assessed will be charged to the patient, not an insurance company, and will be due at the time of the patient's next office visit;
- As a courtesy to you and with your consent, we send out text and email reminders for all upcoming appointments. If you do not receive a reminder, the above policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact our Office Manager, who may be able to waive the No Show fee.

We look forward to continuing to provide you and your family with the best possible dental care here at Frey Family Dentistry.