



Appointment Confirmation Policy

At Schaumburg Dental Studio we strive to achieve an experience where the patient and the facility both have a memorable experience. However, this can only be achieved if both parties work together in harmony. We completely understand that when you make an appointment, you made it for a reason. However, we also know that there are always going to be emergencies. Therefore, we simply require 30 seconds of your time to go ahead and confirm your appointment within 48 hours prior to your appointment by simply replying to our phone calls, text message, or emails.

Over the past few years, we have had many times when patients want a certain time and date, but unfortunately we are unable to give to them because it was not available. If we want everyone to get what they please, we need to be efficient. **Therefore, we require a 48 hour cancellation notice from all of our patients.** By simply calling us, replying to our text messages or emails and letting us know that you are unable to make your appointment, we can try our best to get someone else in for the time you could not. If we do not receive a 48 hour cancellation notice, there will be a \$25.00 cancellation fee automatically added to your account.

We want to be a practice where people communicate with each other. After many attempts of asking you to confirm your appointment, we will have to remove you from the schedule if we do not hear from you. Although we hope that you do not miss an appointment or cancel after the 48 cancellation notice, we do have a 3 time policy. If you miss or cancel after the 48 hours 3 times we will have to terminate you as a patient. Time is valuable to both you and our office and we understand that complications may occur. We want your experience to be efficient and exceptional, but we can only achieve this if we work together.

Sincerely,

Schaumburg Dental Studio

x _____ Date: