



## APPOINTMENT POLICY

Our goal at New Haven Dental is to provide quality dental care in a timely manner. In order to do so, we ask that patients adhere to our cancellation and no-show policy. The policy enables us to better utilize available appointments for our patients in need of dental care.

We do our best to remind you of your scheduled appointments via e-mail, phone, and text messages. These friendly reminders allow you the ability to confirm your dental appointment(s) or request a call back from one of our team members to reschedule and avoid a missed appointment fee. You may update your contact preferences at any time by notifying our office.

**CANCELLATION/NO-SHOW OF AN APPOINTMENT:** In order to be respectful of other patients' needs, please be courteous and call our office promptly if you are unable to attend an appointment. We ask that you contact our office at least 24 hours in advance to cancel or reschedule your appointment. A 'no-show' is an appointment that was not cancelled in advance (minimum of 24 hours). A fee of \$50 will be charged to patients if they no-show for an appointment or cancel without proper notice. This is used as a reminder that the appointments reserved for our patients are important.

**LATE ARRIVALS:** In an effort to serve our patients in a timely manner, we ask that you are on time for your scheduled appointment. In the event you are running late, please call or text our office at your earliest convenience. If you are more than 10 minutes late to your scheduled appointment, you may be asked to reschedule.

**ACKNOWLEDGEMENT:** My signature below indicates that I have read, understand, and agree to the appointment policy above.

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Signature

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Date