CANCELLATION, NO SHOW AND LATE ARRIVAL POLICY

Our goal is to provide optimal quality and service to all of our patients. Ours is not a high volume office with a steady stream of patients who get 5 minutes of our time. Rather, we reserve blocks of time for each of you, so that procedures may be completed with close attention to detail and as few interruptions as possible. Missed and late appointments have a negative effect on our ability to maintain the level of service you deserve.

While we understand that some circumstances are unavoidable, **we request a minimum of 48 hours notice if you need to change an appointment time.** This allows us to contact other patients awaiting time for treatment. We understand that traffic in the Bay Area has increased significantly and timely arrivals are becoming more challenging. We suggest your plan ahead for the traffic and schedule your appointments leaving yourself with enough travel time.

We value your time and do our best to stay on schedule. Accommodating late arrivals makes this difficult. Out of respect for the time set aside for each patient, we are instituting the following policy, effective 8/1/17:

Patients who are late for a 15, 30, 45 or 60 minute appointment will incur the following late charges:

   1st time: Notice issued, no fee collected.

   2nd time: $125 charge to credit card on file.

   3rd time: $375 charge to credit card on file.

All patients are being asked to acknowledge receipt of this new policy. By signing this agreement and honoring your reserved appointment times, you are demonstrating your commitment to a mutually respectful relationship.

☐   I have read the above policy and agree to its terms and conditions.

_____   _____

Signature   Date

Printed Name_____

Credit card #_____Exp:_____Code:_____

FOR OFFICE USE ONLY:
Date of 1st arrival/no show/cancellation: _____
Action taken: _____ by:
Date of 2nd arrival/no show/cancellation: _____
Action taken:_____ by:
Date of 3rd late arrival/no show/cancellation: _____
Action taken: _____by: