

 **No Show/ Late Cancelation Policy**

**Maine Tiny Dental was established to create and widen access to dental care in Franklin County and the surrounding area. When you reserve an appointment at Maine Tiny Dental, we set aside time specifically to care for you. We kindly ask that if you need to cancel your reserved appointment time for any reason, that you give us a minimum of 48 hours notice. Due to the number of patients needing care, it is imperative that reserved appointment times are respected and maintained.**

**This strict policy is in place out of respect for all of us, including you. Cancellations with less than 48-hour notice are difficult to fill. By giving last minute notice or no notice at all, you prevent someone else from being able to be cared for.**

**Late Arrival:** Patients are asked to arrive 5 minutes before their scheduled appointment time. If you are going to be late for your appointment, please call or message the office ahead of time. A grace period of 15 minutes will be permitted for unforeseen delays in traveling. If you arrive 15 minutes after your reservation time, it will be at the discretion of the provider to proceed with the planned services for the day.

**No show/Cancelation policy**: A no show appointment is considered any reserved/ scheduled appointment that the patient does not arrive for. A rescheduled appointment with less than 48 hours’ notice will be considered a late cancelled appointment.

**New patients** who no show or late cancel their initial appointment will be required to pay a $50 reservation fee to schedule any future appointments. This fee will be maintained on file for the patient to make any future appointments. If the patient does not show for that appointment, the reservation fee will then be used as a cancelation fee. New patients will also have the option to call and schedule same day appointments without a reservation fee. If a new patient, no shows or cancels without 48 hours’ notice a second visit, they will not be reappointed and will be advised to seek dental care elsewhere.

**Established patients** who fail or cancel their appointment with less than 48 hours’ notice will receive a letter informing them of the missed appointment, along with a copy of our cancelation policy. A second occurrence will require the patient to pay a reservation fee of $50 before scheduling any future appointments. This fee will be maintained on file for the patient to make any future appointments. If the patient does not show for that appointment the reservation fee will be used as a cancelation fee. The patient will also be given the option to call and schedule a same day appointment without a reservation fee. A third occurrence will result in the patient being dismissed from the practice, and records can be forwarded to the practice of choice at no fee.

**Additional notes:**

**You will never be asked for a reservation fee with any appointment that has been canceled with more than 48 hours’ notice.**

**If a family of 2 or more no shows/ or late cancels appointments scheduled on the same day they will need to reserve appointments on separate days moving forward.**

Maine Tiny Dental will make every effort to confirm your appointment via your preferred messaging system. We understand that emergencies do happen and are willing to work with patients in certain instances.

We appreciate your understanding of our strict policy and know that this will allow us to provide the highest quality of care to as many patients as we possibly can.

**\*\*\*To incentivize patients to maintain their reserved appointments, we will be doing a drawing once a month where all patients who arrived and/or did not reschedule their appointment times will be entered to win a $50 Gift Card to various local restaurants, stores, or amazon.**

By signing this document you are confirming that you have read and understand the No Show/ Cancelation Policy set forth by Maine Tiny Dental and agree to the terms listed above.

Printed Name of patient:

Signature:

Parent or guardian:

Date: