

Lighthouse Dental of Tequesta

No Show, Late and Cancellation Policy

Description

“No Show” shall mean any patient who fails to arrive for a scheduled appointment.

“Same Day Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment.

“Late Arrival” shall mean any patient who arrives at the office 15 minutes after the expected arrival time for the scheduled appointment.

Policy

It is the policy of the practice to monitor and manage appointment no-shows and late cancellations. Lighthouse Dental of Tequesta's goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24 hours before their appointment time. Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

Procedure

I. A patient is notified of the appointment “No-Show, Late, & Cancellation Policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request.

II. Established patients:

a. Appointment must be canceled at least 24 hours prior to the scheduled appointment time.

1. In the event of a "no show" or a cancellation either less than 24 hours prior to the scheduled appointment time, patients WILL incur a **\$25** fee for the first occurrence, a **\$50** fee for the second occurrence and a **\$100** fee for each occurrence after.

b. In the event a patient arrives late as defined by “late arrival” to their appointment, and cannot be seen by the provider on the same day, they will be rescheduled for a future office visit, if available. If appointments are not yet available for their provider, a reminder will be placed for the patient to call to make a future appointment once the schedule opens.

c. In the event a patient has incurred three (3) documented “no-shows” and/or “same-day cancellations,” the patient may be subject to dismissal from Lighthouse Dental of Tequesta. The patient’s chart is reviewed and dismissals are determined by a dentist only, no exceptions, in accordance with Lighthouse Dental of Tequesta's guidelines.

III. New patients:

a. Appointment must be canceled at least 24 hours prior to scheduled appointment time.

b. In the event of a no-show, Lighthouse Dental of Tequesta may require a \$150 deposit to be placed if the patient opts to schedule again.

c. In the event a patient arrives late as defined by “late arrival” to their appointment, Lighthouse Dental of Tequesta reserves the right to reschedule to a later time or another day to preserve the schedule for patient's who are arriving to their appointments on time.

d. In the event of three (3) documented “same-day cancellations,” the patient may be subject to dismissal from Lighthouse Dental of Tequesta. The patient’s chart is reviewed and dismissals are determined by the dentist only, no exceptions, in accordance with Lighthouse Dental of Tequesta's guidelines.

IV. Reset of Cancel/No Show fees

a. After one year (365 days) without any no show or same day cancellations, all fees will be reset to zero provided all prior fees were paid in full.

Signature of Patient

Patient, Sample

Signed on 06/26/2024 11:08:51 AM