

## JEFFREY D. MERCANDO, DMD

### CANCELLATION POLICY

As always, we strive to render excellent dental care to all of you. And this cancellation policy enables us to better utilize available appointments for our patients in need of care.

#### *Cancellation of an Appointment*

If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance; certainly calling earlier is most appreciated.

Appointments are in high demand and your early cancellation will give another person the possibility to have access to a timely service.

#### *How to cancel your Appointment*

To cancel appointments please call the receptionist. If you are not able to reach her, please leave a message. If you wish to reschedule, please be sure to leave us your phone number and the best time to return your call. We will do our best to accommodate you.

#### *No Show Policy*

Patients who miss appointments without cancelling at least 24 hours in advance are considered “no shows”. A no show will result in a fee of \$50.00 for a missed hygiene appointment and \$100.00 for a missed appointment with Dr. Mercado.

#### *Confirmation Calls*

As a courtesy to you, we continue to make confirmation calls for appointments. Please provide us with accurate information so that you may be reminded of your appointment in a timely manner; and *please return* our calls to you should we not reach you to determine cancellation or confirmation.