
HAYDEN FAMILY DENTAL CENTER, PLLC

CANCELLATION POLICY

To Our Valued Patients:

Dentistry is a business where fortunately we can schedule most of the needed treatment in advance in an orderly manner. Occasionally, we have to make room in the schedule for “dental emergencies” or other high priority treatment that require more immediate attention. Sometimes this is difficult but we usually seem to manage. I’m sure you can appreciate our frustration when we have no room in the schedule to see someone with a toothache or needing priority treatment and then one of our scheduled patients doesn’t show up or cancels at the last minute. This creates a problem not only for the person we couldn’t see who needed treatment but also for the business. The business has the expenses to meet for wages and other overhead for that hour but there is no service provided.

We all understand that, occasionally, unforeseen events occur that require a person to cancel an appointment at the last minute. It is very helpful to us and we ask patients to give us 24 hours notice when possible. There are many professional offices that actually assess a charge when 24 hours is not given for a canceled appointment. We do not do this. We do ask that persons be aware of our scheduling situation where we reserve time and facilities for them and that problems are created when they are unable to keep that appointment. In general we consider that 3 broken appointments (no show or 24 hrs. notice not given before canceling) to be an unacceptable number. Patients and their families who habitually miss appointments without proper notice may be referred to another practice.

Our goal is to provide you with the highest level of dental care in a comfortable and pleasant environment. Please help us continue to serve you better by observing our office policy for cancellations.

Thank You!

Dr. Babcock & Staff