

# MATTHEW W. KNIGHT, D.D.S.

## 24 HOUR CANCELLATION POLICY

We at Dr. Knight's Office take pride in our warm, caring atmosphere. One aspect we really enjoy about our practice is the opportunity to offer quality care and individual attention to each and every patient. We like having that personal time with you. When that time is lost due to an appointment cancellation, other patients in need of treatment cannot be seen and your treatment is delayed . For these reasons, we have the following office policy:

### **Appointment Cancellation Policy:**

**We will make every effort to remind patients by telephone prior to the appointment but please do not depend on this courtesy. We have found that with the recent popular use of cell phones and smart phones some of our patients are not receiving our reminder calls on their home answering machine. If you no longer use your home phone to receive communication such as a appointment reminder, let us know the type of communication you do use. If we are unable to contact you directly, your appointment card or appointment phone call will serve as a confirmation of your appointment and it implies your obligation to be present. Your appointment time has been reserved especially for you and we strongly encourage all patients to keep their appointments. If you must change your appointment, we require at least 24 hour notice to avoid a \$45.00 cancellation fee. If appointments are frequently broken, a non-refundable reservation fee equal to the appointment fee may be required.**

Our unlimited goal is to help you achieve optimum dental health. Broken appointments only serve to delay your dental care and the opportunity to achieve that goal.

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Print Name

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Signature

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Date

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