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### Cancellation and Broken Appointments Policy

Our number one concern is our patient's dental health. Providing services in a timely manner is critical to accomplishing that goal. We request a minimum of 48 hour notice to change or cancel an appointment. Notifying us in advance allows us the time to offer the newly available appointment to another patient in need of care.

#### Policy and Fees:

Cancelling or rescheduling of an appointment with 48 hours or more notification~ no charge.

Cancelling or rescheduling of an appointment with less than 48 hours may or may not be considered a broken appointment. We use discretion when making this determination. If it is determined that a cancelled appointment is considered broken, it may result in one of the following:

- New patients not arriving for their first appointment will not be rescheduled.
- Existing patients cancelling an appointment with less than 48 hour notice will receive our written policy in the mail.
- If an additional appointment is cancelled with less than 48 hour notice, a fee of \$35 will be charged.
- If a patient continues to cancel appointments with less than 48 hour notice, the office may choose to dismiss the patient from the office.

We appreciate your understanding and consideration regarding our appointment policy.

\_\_\_\_\_  
Patient Name (printed)

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Today's Date