



ROCKCASTLE FAMILY DENTAL CENTER

Appointment Policy

Our office prides itself on offering personalized care and we reserve appointment times to accommodate your needs. Late arrivals and missed or cancelled appointments create a gap in our schedule that could have been utilized to offer care to another patient.

Late Arrivals:

If a patient presents to the office 15 minutes late for a scheduled appointment, the appointment may be rescheduled in order to meet the needs of those patients who are on time for their pre-reserved visit. If this happens, it will be considered a missed appointment.

Cancelled/Missed Appointments:

We do require a 24-hour notice on all cancellations. As a courtesy to our patients, we try to confirm all appointments. We do recognize that situations arise that are out of your control; however, it is imperative that you contact our office immediately to notify us of your cancellation in a timely manner.

Once a patient has missed 2 appointments, a verbal reminder will be given that after the 3rd missed appointment they will be removed from our schedule and will only be eligible for same day appointments.

Patient/Authorized Representative Signature

Date