

Dental TLC Confirmation and Cancellation Policies

At Dental TLC, it is our goal to honor every patient's confirmed appointment time. We hope that you will help us meet this goal.

We confirm your appointment using the methods listed below, and we ask you to reply using any of these methods. If we DO NOT receive confirmation we reserve the right to cancel your appointment.

1. We utilize an automated calling system that will auto dial your number. Please listen to the prompts and respond.
2. If an email address is provided we will send a confirmation email. Please reply back.
 - * Work email addresses often have spam filters that do not allow the automated system to work properly. A more reliable and preferred method of confirmation through email would be to provide us with your personal email address.
3. If we have not received confirmation through one of the above methods we will then send a text message to the cell phone number provided. Please respond.
4. If you still have not confirmed your appointment through any of the above methods we will then call you 1-2 business days prior to your appointment. If we are unable to reach you and leave a message please call us back to confirm.

You can choose to opt out of receiving phone calls, text messages and/or emails from our office. **However, please be aware that if you choose to opt out of all methods of confirmation you may be required to pay for your appointment in full out-of-pocket at the time of scheduling to reserve your spot on the schedule.**

We require notice of cancellations 2 business days in advance. This allows us to offer the appointment to another patient. If you fail to keep your appointment without notifying us 2 business days in advance a **CANCELLATION/MISSED APPOINTMENT FEE of \$50.00 will apply.** Repeated missed appointments without notification may cause you to be discharged from the practice so that we can provide care to other patients.

Prepayment is required 2 business days in advance for all deep cleaning appointments, surgical appointments with our Periodontist, and all sedation appointments in order to reserve your appointment. If we have not received prepayment we will cancel the appointment.

We try to see everyone in a timely manner, however emergencies do come up that are out of our control and we may be taking longer than expected. If you feel we are taking too long, please let one of our front desk team members know so that we can best serve your needs and reschedule you if necessary.