



Dr. Jacques L. Cormier Professional Corporation

328-D Main Street Shédiac, NB E4P 2E3

506-532-9546

APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for choosing our practice for your dental care. When you schedule an appointment with us we set aside our staff and enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later **than 24 hours** prior to the time of your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment.

Please see our Appointment Cancellation/No Show Policy below.

- Effective June 1, 2018 any established patient who fails to show up or fails to cancels/reschedules an appointment by contacting our office with **at least 24 hours notice of the scheduled appointment time** will be considered a No Show and charged a **\$50.00 fee**.
- Any established patient who fails to show up or cancels/reschedules an appointment with no 24-hour notice a **second** time will be charged a **\$50.00 fee**.
- If a **third** No Show or cancellation/reschedule with no 24-hour notice should occur the patient will be **dismissed** from our practice and a final charge of **\$50.00** will apply.
- Any new patient who fails to show for their initial visit will not be rescheduled.
- The fee is charged to the patient, not the insurance company.

- Any patient arriving at the office, who is at the time suspected to be under the influence of alcohol, cannabis or any other drugs, may be asked to leave, the appointment may be cancelled and the patient may be subject to a **\$50.00** charge.

Scheduled Appointments

We understand that delays can happen however we must try to keep the other patients and doctors on time. If a patient is 15 minutes past their scheduled time we may have to reschedule the appointment.

Appointment Reminders

As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee. You may contact our practice 24 hours a day, 7 days a week at the number above. Should it be after regular business hours Monday through Friday, or a weekend, you may leave a message. Messages left with **at least 24 hours notice (excluding non-working hours (weekends/holidays))** are accepted as notice of cancellation.