

Todd S. Johnson, DDS
501 W. Market
Aberdeen, WA 98520
(360)533-7120

Cancellation and No-Show Appointment Policy

In order to be respectful of the dental needs of other patients, please be courteous and call promptly if you find you are unable to keep an appointment. Appointments are in high demand and your early cancellation will give another person the possibility to have access to timely dental care.

It is requested that if you need to cancel your appointment, please provide us at least 48 hours notice. This will enable other patients who are waiting for an appointment to be scheduled in that appointment slot, which is not always feasible if less than 48 hours' notice is given to our office.

You will receive a confirmation phone call and/or text message/email reminding you of your appointment 14 days prior and a 2nd reminder two days prior to your scheduled appointment.

Consequences of cancellations and no shows

* If you fail to show up for your hygiene appointment, a fee of \$50.00 per hour of scheduled time will be charged to your account. If you fail to show up for a restorative appointment, a \$75 per hour of scheduled time fee will be charged to your account.

* A \$50.00 fee applies to appointments cancelled with less than 48 hours notice.

These fees are not covered by insurance and must be paid in full prior to rescheduling the missed appointment.

* We understand that extenuating circumstances may cause you to cancel within 24 hours. Fees in this instance may be waived subject to office approval.

* Patients who schedule and fail to keep TWO (2) appointments in the span of 18 months may be dismissed from the practice.

If you are dismissed from the practice, your remaining scheduled appointments will be cancelled and emergency care will be provided to you for 30 days.

I have read and understand the Todd S. Johnson DDS Cancellation/No Show Policy.

Patient Name _____ Date of Birth _____ Date: _____

Guarantor Signature _____ Date: _____