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Our goal is to provide quality dental care in a timely manner. In order to do so, we have had to implement an appointment/cancellation policy. This policy enables us to better utilize available appointments for our patients in need of dental care.

**Cancellation of an Appointment:**

In order to be respectful of the dental needs of other patients, please be courteous and call All About Smiles promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance, and calling early in the day is appreciated. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

**How to Cancel Your Appointment:**

To cancel appointments, please call 605-343-6691. If you do not reach the receptionist you may leave a detailed message on the voice mail. If you would like to reschedule your appointment, please be sure to leave us your phone number and let us know the best time to return your call.

**Late Cancellations:**

Late cancellations will be considered as a "no-show".

**No-Show Policy**

A "no-show" is someone who misses an appointment without cancelling it in an adequate manner. "No-shows" inconvenience those individuals who need access to dental care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in the patient's chart as a "no-show". The first time there is a "no-show", there will be no charge to the patient. Any additional "no-show" will result in a fee of \$45.00 billed to the patient's account. After three "no-show" the patient will be dismissed from our practice.

Signature \_\_\_\_\_ Date \_\_\_\_\_