



Cancellation Policy

Appointment times with Smile Bright Dentures are made in advance by reserving the appropriate time slot to accommodate patients and treatments to be performed. Smile Bright Dentures staff spends time meticulously preparing for each appointment by sterilizing, organizing and arranging the set up of items prior to an appointment. Canceling a scheduled appointment without sufficient notification, will cost lost production time for Smile Bright Dentures and will also cause lost denture treatment time for other patients who may have been able attended their appointment sooner.

In our continuing efforts to reduce unnecessary costs associated with inventory and staffing and in order to keep our costs manageable, while continuing to provide you with Quality – Affordably priced Dental and Denture services for you and your family, we enforce a No Attendance / Cancellation policy for our patients. Since appointment times at Smile Bright Dentures are in high demand, we require that any appointment that is no longer wanted or is not able to be kept, be cancelled by the patient or the patient's Power of Attorney, 24 hours in advance of the appointment.

All cancellations must be made by phone by calling and speaking with one of our Smile Bright Dentures front office staff. Or leaving a detailed voicemail 24 hours in advance of your appointment is also acceptable. There will be no cancellation fee if the cancellation is made 24 hours in advance of the scheduled appointment.

Please understand that Smile Bright Dentures must enforce this policy in order to effectively manage patient care in an appropriate, respectful & timely manner for all patients. We understand that a number of issues can and or will effect the appointment attendance. However, we believe it is the patient's responsibility to ensure Smile Bright Dentures is notified of any reschedule or cancellation. The patient understands if they are not in agreement with our policy, they may respectfully decline to sign our policy, at which time, Smile Bright Dentures will provide the patient with a referral to a different practice and services at our clinic will cease.

We may not charge you initially, for not notifying us of your intent to cancel your appointment. However, if a 2nd appointment is missed, or cancelled with less than 24 hours' notice, or no notice, a \$50 cancellation fee will be applied to your balance due and shall be listed as "Cancellation Fee". If a 3rd no-show or same day cancellation occurs, we reserve the right to terminate the doctor and or denturist relationship and charge a \$75 cancellation fee.

Office Policy

Our goal is to provide our patients with world class customer care and we promise to treat our patients with courtesy and respect. We request that all patients treat all Smile Bright Dentures staff & other patients in the same way. We also request that you respect the privacy of our patients while you are in our clinics. A patient may not verbally, electronically or physically abuse, threaten or behave unruly to any other patient or employee of Smile Bright Dentures. Doing so, may result in one or all of the following: Appointment Reschedule or Discontinuation of services temporarily or altogether. Any verbal or physical threats made to our patients or Smile Bright Dentures staff may result in us contacting and filing a report with the local authorities. In the event a patient has any concerns regarding our services or personnel, we request that the patient speak directly with the office manager to have the matter resolved in a civil & respectful manner.

Recording & Cell Phone Policy

Photo, video, or audio recording, with any recording device, in any Smile Bright Dentures location is strictly prohibited without the expressed written consent of the Smile Bright Dentures Executive Management. Use of cell phones or other certain electronic devices, may be limited to or not allowed in certain areas of our clinics and may interfere with electronic equipment or violate our commitment to HIPPA Privacy Guidelines. We would request that any cell phone conversations which are loud, or disturbing to our patients, be taken outside of our clinics or continued after the appointment. We politely request that you do not use your cell phone during the consultation with the dentist or denturist.

By signing and dating below I am stating that I fully understand and agree with the contents of this page.

Patient, POA, Legal Guardian Signature

Date