



Preston Park Dental

Family & Cosmetic Dentistry

We would like to inform you of our office policy as it relates to canceling appointments and paying for services.

Cancellation Policy:

Our office requires 24-hour notices for all reschedules and cancellations. This allows us to offer these appointment times to other patients that may have been waiting for an acceptable time to have their work completed. A message left on voicemail/email/text after business hours for the next business day is considered a cancellation. We do understand last minute emergencies such as sickness, flat tires, and family emergencies.

Many dentists and medical doctors charge a fee for short notice cancellations and our office has adopted this policy as well. We charge a \$72 fee each hour that you scheduled for missed, rescheduled, or cancelled appointments with less than 24 hour notice. To restate, we do understand last minute emergencies and you will not be charged in those instances.

If you are running late to an appointment by more than 15 minutes past your scheduled appointment time, we typically need to reschedule your appointment. This will ensure that we are able to spend quality time with you and see our next patient on time.

Collection Policy:

Our office collects the amount owed (or estimated to owe) the day services are rendered. This helps keep costs down for everyone.

If a treatment plan is presented to you, please remember that this is only an estimate and not a guarantee of payment from your insurance. Any amount your insurance does not pay, you will be responsible for the difference.

Please sign below to recognize that you have read and understand our office policies.
Patient/Guardian: _____ Date: _____