

# Lofton Creek Smiles Family Dentistry

Dr. Irivelisse Porter, D.M.D.

87007 Professional Way

Yulee, FL 32097

## Confirmation/Missed Appointment Policy

We're glad you have chosen us to provide your dental care, but if you miss your appointments, you compromise that care.

A doctor/patient relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointments, and ask that you give us the courtesy of a call when you are unable to keep your appointment. Our staff makes every effort and works very hard to contact you to confirm your appointment.

Our missed appointment policy is when you fail to show up, reschedule, or cancel an appointment without at least **48** hours' notice. Our office policy regarding missed/canceled/rescheduled appointments is below.

- **1<sup>st</sup> Missed Appointment:** We will call and offer to reschedule your appointment (for no call no show appointments). You will be charged a minimum missed appointment fee of \$45 or higher, depending on the length of your scheduled appointment.
- **2<sup>nd</sup> Missed Appointment:** We will call and offer to reschedule your appointment. You will be charged a minimum missed appointment fee of \$45 or higher, depending on the length of your scheduled appointment.
- **3<sup>rd</sup> Missed Appointment:** You will be charged a minimum missed appointment fee of \$45 or higher, depending on the length of your scheduled appointment. This may result in dismissal from the practice.
- 

**\*EFFECTIVE 2023:** A new confirmation office policy has been added in order to help provide services in a timely manner to our patients. Confirmations must be received **48** hours in advance. Many have shared that they have had to wait a long period of time to receive dental services. For this reason, if we do not receive a confirmation, we will assign your appointment time to another patient.

Let's work together to provide you with the best possible care you deserve.

---

Signature

---

Date