

Appointment Confirmation & 2-Business Day Cancellation Policy

At Everlast Dental, we are committed to providing timely, high-quality care while protecting reserved chair time in respect of all patients. To ensure fairness, efficiency, and availability for everyone, the following policy is strictly enforced. We sincerely ask for your cooperation in helping us uphold this policy.

Appointment Confirmation Requirement

All appointments must be **confirmed two (2) business days prior** to the scheduled visit.

- Confirmation may be completed **online or by phone**.
- Two (2) business days before your appointment, our team will attempt a **live confirmation call** during regular business hours (Monday–Thursday, 8:00 AM–5:00 PM).
- If we are unable to reach you, a voicemail will be left requesting confirmation.
- **If we do not receive confirmation by 3:00 PM that day**, your appointment **may be released to another patient on our waiting list**.
- Appointments released due to lack of confirmation are **not considered a failed appointment** and no fee is charged.

Please note: Text messages and emails are **not accepted** for appointment confirmation or cancellation. All confirmations must be completed by phone by speaking directly with a team member or through the approved online confirmation system.

2-Business Day Cancellation Policy

We require a minimum of **two (2) business days' notice** to cancel or reschedule an appointment.

- Cancellations must be made **by phone during regular business hours** (Monday–Thursday, 8:00 AM–5:00 PM).
- Cancellations made with two (2) or more business days' notice will **not incur a charge**.
- A **failed appointment** includes:
 - Cancellations or rescheduling with less than two (2) business days' notice
 - No-show appointments

Fees & Deposit Requirements

- **First failed appointment:**
The \$100 fee will be **waived as a one-time courtesy**, and the incident will be documented in the patient record.
- **Subsequent failed appointments:**
A **\$100 deposit** may be required to reserve future appointments.
 - The deposit will be applied toward the visit if you attend.
 - The deposit will be forfeited if the appointment is missed or canceled late.

Appointments requiring a deposit **will not be scheduled without payment.**

Additional Important Information

- Business days are defined as **Monday through Thursday**, excluding holidays.
- Same-day cancellations are treated as late cancellations.
- Appointment reminders may be provided via phone calls, text messages, and emails **as a courtesy only**. Responsibility for remembering and attending scheduled appointments rests entirely with the patient.
- Repeated missed appointments may result in **limited scheduling availability** at the discretion of the office.

Cancellation Deadline Examples

- **Monday appointment:** Cancel by **5:00 PM Wednesday** (previous week)
- **Tuesday appointment:** Cancel by **5:00 PM Thursday** (previous week)
- **Wednesday appointment:** Cancel by **5:00 PM Monday** (same week)
- **Thursday appointment:** Cancel by **5:00 PM Tuesday** (same week)

Thank you for your understanding and cooperation. This policy allows us to respect our team's time and continue providing quality care to all patients.

Everlast Dental
(916) 726-1819

«FName» «MI» «LName»

Printed Name

Signature

