COOPER DENTAL GROUP
ORMOND BEACH

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Cancellation and No-Show Policy

Our goal at Cooper Dental is to provide quality dental care in a timely manner. We do understand that illness, emergencies, flat tires, and bad weather do occur. We ask our patients to give us 24 hours' notice whenever possible if they cannot keep an appointment. This allows us time to fill our schedule with other patients who may be waiting. We appreciate your understanding and consideration regarding our cancellation and failed appointment policy.

- Cancellation or rescheduling of an appointment with 24 hours or more notification will NOT result in a charge.
- A failed appointment is an appointment that is cancelled/rescheduled without 24 hours' notice or an appointment where a patient does not show up.
- We do allow for two (2) failed/broken appointments as a courtesy.
- Any additional failed appointments will be charged a fee of $50 for a hygiene appointment and/or $75 per hour for a doctor's appointment.
- After three (3) failed appointments, we may require a deposit of up to 50% that will be applied to your appointment, in order to reserve any further appointments.
- After four (4) failed appointments you risk being dismissed from the practice.

To cancel appointments please call (386)672-0955. If you do not reach the scheduling coordinator you may leave a detailed message with our after-hours answering service. You may also cancel your appointment using the confirmation text that is sent to you from Cooper Dental through our patient communication system.

I, _____, have been informed and understand the above-mentioned policy and hereby concur to the terms and conditions of this agreement.

_____ _____

Patient Signature Date