

# Cancellation Policy for Dental Appointments



Our goal at Tranquility 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 result in no 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 one (1) broken appointment as a courtesy.
- Any additional failed appointments will be charged a fee of \$40 for a hygiene appointment and/or \$75 per hour for a doctor's appointment.
- After two (2) failed appointments we may require a deposit of up to 100% that will be applied to your appointment, in order to reserve any further appointments.
- After three (3) failed appointments you risk being dismissed from the practice.

*To cancel appointments please call 972-540-6200 Opt. 1. If you do not reach the scheduling coordinator you may leave a detailed message on the voice mail or with our after-hours answering service. You may also cancel your appointment using the confirmation e-mail that is sent to you from Tranquility Dental through our patient communication system, RevenueWell.*

## NOTICE OF PRIVACY PRACTICES Acknowledgment of Receipt

We are required by applicable federal and state law to maintain the privacy of your health information. We are also required to give this Notice about our privacy practices, and our legal duties and your rights concerning your health information. We must follow the privacy practices that are described in the Notice while it is in effect. This notice takes effect immediately and will remain in effect until we replace it.

We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by applicable law. Before we make a significant change in our privacy practices, we will change this Notice and make the new Notice available upon request. **You may request a copy of our notice at any time.**

In order to provide you with the best quality practice experience Tranquility Dental is contracted with **RevenueWell Communications** to use as our technology service. This allows you to view your appointment and account information via the Internet 24-7 on a password protected site. If you have any questions about your privacy or security measures with RevenueWell, please send an e-mail to [mckinney@tranquilitydentalgroup.com](mailto:mckinney@tranquilitydentalgroup.com).

REV. 6/2016

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Print Patient Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date