

No Show and Cancellation Policy

If you need to cancel or change your appointment, please do so as soon as possible. We request 24 hours notice in the event of a cancellation. It is the patient's responsibility to contact us at (517) 349-3266 to cancel an appointment.

In order to address the problem of patients who choose not to cancel their appointments, the following policy will be adhered to:

1. If you cannot keep your appointment, please inform us 24 hours in advance.
2. If an emergency arises, we will accept a cancellation up to 4 hours prior to the scheduled appointment time.
- 3. Failure to inform us per the above guidelines will result in a \$50.00 fee.**
4. The no show will be noted in the patient's chart.
5. The policy covers a twelve month period, however, if the pattern establishes over a longer period of time, the dentist may choose to terminate the dentist/patient relationship, requiring the patient to find another dentist.
6. For new patients that missed their first appointment, there will be a \$50.00 fee and we will only be able to reschedule one more new patient appointment. If that appointment is missed, there will be another fee and we will be unable to reschedule any more appointments.

If you Cancel without proper notice or No Show, a \$50.00 fee will be charged to you.

(Please note that your insurance will not reimburse you for these fees.)

Thank You

Portnoy and Tu DDS PC