

## **CANCELLATIONS AND MISSED APPOINTMENTS POLICY**

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This office is a private practice dental office and not a dental "clinic." Appointment time is reserved for you alone. Where appropriate, we prefer to schedule longer appointments so we can complete as much needed dental treatment as possible during one appointment. We feel this type of scheduling will cause minimal disruption to your daily schedule and will provide efficiency in completing your dental care. When you make an appointment, please be sure that you will be able to keep it. Morning appointments are best for more complicated procedures.

If you have an appointment scheduled in our office, rest assured that we do everything we can to run on time. **95%** of our scheduled patients are **seen within 5 minutes** of their scheduled time. No, that's not a misprint. Since we do not double-book appointments, your appointment time is lost if you do not come to your scheduled appointment.

We all experience last minute emergencies that prevent us from fulfilling our obligations and we understand when that happens. When you need to cancel or change an appointment, we ask that you kindly give us **24 hours notice** so that we may try to fill your appointment space with another patient who needs to be seen. There will be no fee charged as long as we receive your call at least 24 hours in advance. However, a fee of \$50 may be charged for habitual cancellations or failures without 24 hours notice.

Remember, we value your time and we expect the same courtesy in return.

**If you have any questions about our appointment cancellation and no-show policy, please feel free to ask us.**