

# PAUL A LIPPI DDS

## Cancellation Policy

Your appointments are very important to Dr. Lippi and our Team. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary.

Therefore, we respectfully request at least 2 business days' notice for any scheduling changes to avoid a cancellation fee of \$98 per reservation hour. Please reach out to us by calling our office and speaking with someone or contacting us via text or email and someone will get back to you.

Please understand that when you forget, cancel or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and patients just like you miss out on opportunities to receive services. Therefore, we are enforcing a 2-business day cancellation and rescheduling policy. This will also apply to a no-show appointment.

## Confirmation of appointment

Patients receive email or text message appointment reminders. These reminders are set up through our Dental Booking System whenever an appointment is reserved. You receive the first notification when you reserve an appointment with the capability to add directly to your smartphone calendar. Followed by a series of reminders as your date approaches and lastly on the day of your appointment. We use this reminder system via email or text message because we know how helpful a reminder is. Please understand that it is your responsibility to remember your appointment dates and times to prevent any missed appointments which result in a cancellation fee.

We thank you for your understanding and look forward to a great relationship.

X \_\_\_\_\_ Date: \_\_\_\_\_

*(Signature)*

X \_\_\_\_\_ *(Printed name)*