

# Elite Dental & Denture PC

13-15 Clinton Ave

Cortland, NY 13045

(607)758-7700

## **Confirmation/Cancellation Policy**

Elite Dental & Dr. Singh understands your time is very valuable. We also feel that you should respect our time. This is why when you visit our office we will try everything in our power to make sure you are seen in a timely manner. Please understand, emergencies do arise and it is very important that we give the time necessary to the patient undergoing work at that moment.

***To ensure timely appointments we do ask that you follow a few requests from us:***

We will **always** call you the business day prior to your appointment to confirm your appointment; please call us to confirm this appointment or we may assume you will not be coming. If you come into an unconfirmed appointment you may not be seen because we assumed you were not coming. Please note we have an answering machine and you may leave a message **24 hrs a day** to confirm. Please update your phone numbers with our front desk; we cannot confirm an appointment if your number is incorrect.

We understand emergencies happen and sickness occurs. Should you need to reschedule your appointment please call us as soon as possible so that we can fill the time slot with a patient who is waiting. Should you fail your appointment or cancel more than 3x within a reasonable amount of time we will ask you to walk in the next time you need to be seen. Walk-ins are not guaranteed. It's dependent upon how busy the Doctor or Hygienist might be at that given moment.

We reserve the right to charge a \$25.00 cancellation fee should you cancel an appointment the same day it is scheduled.

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Signature

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Date