



Cleveland Family
DENTISTRY

Zach Stephens, D.D.S.
& Associates

Appointment Cancellation Policy

Our number one priority is caring for our patients and being able to see you in a timely manner, especially during emergencies. Because we have such limited availability on our schedule, cancellations made with less than a 24-hour notice significantly limit our ability to make appointment times available for our other patients in need. Due to the high demand for appointments and this limited availability, the following policy is in place regarding cancelling and rescheduling appointments.

1. Please provide our office a **24-hour notice** in the event that you need to reschedule or cancel your appointment. This will allow us the opportunity to provide care to another patient needing to be seen. **If you fail to provide us a 24-hour notice to reschedule or cancel your appointment, or you fail to arrive to a scheduled appointment without proper 24-hour notice, you will be subject to a \$35.00 fee.**
2. If your appointment is on a Monday, the same 24-hour notice is required. We accept text messages (text to: 833-416-6929) and voicemails (call to: 281-592-1234) as a notice of cancellation, even over the weekends.
3. **If you are 20 or more minutes late for your appointment, the appointment is subject to be cancelled and rescheduled, also subjecting you to this \$35.00 fee.** This will depend on the schedule that day and whether time allows us to accommodate this delay or not.
4. As a courtesy, our system generates reminder text messages and emails, and we follow up non-confirmed appointments with personal phone calls, reminding you of your scheduled appointment. Please note, if a reminder call or message is not received, the cancellation policy remains in effect. It is your responsibility to let us know if you are not receiving these reminders so that we can correct your contact information in our system.
5. Any fee associated with this Appointment Cancellation Policy is not billable to your insurance.

If you have any questions regarding this policy, please let our staff know and we will be glad to answer any questions you may have.

We appreciate your understanding.