CANCELLATIONS

Sample Cancellation or Rescheduling Policy
If you find that you must change your appointment, we require a minimum of 24 hours' notice so that we may make every effort to accommodate other patients. If proper notice is not received, a fee may be charged for every appointment cancelled.

Sample Late Arrival Policy
Your appointment was scheduled to allow for enough time to provide the best service for you. Patients who arrive for their appointments more than ___ minutes late may have to be rescheduled. If you need to be rescheduled, you may be charged a fee of $____.

Sample Scripts
Patient rescheduling with doctor:
- Front Desk Staff: "Good morning. Dr. Cook's office, this is Jane speaking. How may I help you?"

- Patient: "Hi this is Ms. Doe. I need to reschedule my appointment."

- Front Desk Staff: "Good morning, Ms. Doe. Dr. Cook was so pleased to see you were coming in today for the (treatment). Is there any possibility of changing your schedule to keep the time we have reserved for you?"

    Or
- Front Desk Staff: "Ms. Doe, Dr. Cook recommended you complete treatment as soon as possible. Is there any possibility of you keeping todays appointment? We do not have any opening for (treatment) until (name the date of the next available appointment)."

    Or

- Front Desk Staff: "I will speak with Dr. Cook and call you back shortly. Can I reach you at (recite phone number from caller ID or patient record)? (Return the call with an appointment that recently became available.)

    Or

Patient rescheduling with hygienist:
- Front Desk Staff: "Ms. Doe, I am sorry you will not be able to keep your Saturday appointment with (insert hygienist's name). The next opening with (insert hygienist's name) is not for until [insert date]. Saturday appointments are very popular. Are you sure you cannot keep your appointment? Is there anything I can do to help you keep the appointment?"