



Son Shine Pediatric Dentistry

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Appointment Cancellation and Late Arrival Office Policy Effective 11/12/2024

Dear Valued Parent/Patient,

At Son Shine Pediatric Dentistry (SSPD) we value and respect your time as parents and strive to provide prompt and efficient care, especially in a setting that revolves around children. Therefore, it's imperative that all parties adhere to our cancellation and late arrival policy which helps us maintain quality service and fair availability to all our patients. SSPD provides multiple reminders via text, email and phone calls leading up to the scheduled appointment time. We kindly ask that parents acknowledge and confirm their children's appointments.

We understand that emergency situations arise and sometimes you may need to cancel your appointment. Life happens and can certainly be unpredictable. SSPD reserves the right to assess each situation on a case-by-case basis.

With that being said, we request that, should you have to cancel or reschedule your child's appointment, **you must provide us with at least 24 hours' notice when possible. If two (2) broken/missed/no-show appointments occur or two (2) cancellations without at least 24 hours' notice, we reserve the right NOT to schedule any subsequent appointments, resulting in patient dismissal.** All cancellations and no-shows, regardless of the reason, are documented in the patient's chart. You will receive written and verbal warnings.

Cancelling an appointment less than 24 hours in advance is considered a no-show and does not allow sufficient time to offer your appointment slot to another patient in need of care, creating a gap in our provider's schedule. We ask all parents to make every effort to keep their appointments and arrive on time.

Additionally, **parents of patients needing to complete outstanding paperwork/forms are expected to arrive at least 15 minutes before their child's scheduled appointment time. Patients arriving more than 15 minutes late after their scheduled appointment time may be asked to reschedule.** This will depend on provider availability and the nature of the appointment. Due to scheduling constraints, these rescheduled appointments are often pushed out several months. If you know you will be late, please notify the office as soon as possible. We will make every effort to accommodate you, but we cannot guarantee the same level of availability.

We strive to accommodate all patients but must also respect the time of others and the schedule of our healthcare providers. **Same day no-call/no-shows will not be attempted to be rescheduled by our office.** As stated previously, **two (2) appointment no-shows will result in patient dismissal as deemed appropriate by the practice.**

SSPD believes that a good physician/patient relationship is based upon understanding and good communication. We appreciate your cooperation in adhering to our cancellation and late arrival policy. For questions or concerns about this policy or to notify us of any delay, please contact our office at 814-679-4000 or send an email to info@sonshinedentistry.com.

Thank you,

The Office of Son Shine Pediatric Dentistry