

The Valley Dentist of Belchertown

Our goal is to perform dentistry of the highest quality at a reasonable cost. In order to do that, we ask your agreement with our scheduling policies.

Scheduling Policy

Hygiene: If you need to cancel a hygiene appointment, please notify the office as soon as possible. We require a 48 hour (two business days) notice of cancellation for hygiene appointment. Late cancellations and broken appointments are subject to a \$50 charge. We understand that stuff happens. If you must cancel at the last moment, if you re-schedule within a two week period and maintain that visit, the late cancellation fee will be waived.

If you are scheduled in the doctor's chair and must cancel or re-schedule, we require a one week notice. Should you not provide adequate notice, we reserve the right to charge \$50 per hour of scheduled time.

Scheduling/Major Restorative: Should you schedule major restorative services, in order to both reliably prepare for your appointment, as well as make treatment more affordable to you, we offer a 5% discount on the patient cost of treatment, if you provide a down payment of 10% (cash,

check, American Express, Care Credit) on the total fee one week or more prior to the scheduled visit. The deposit will also reduce your co-pay at the time of the visit. The deposit is non-refundable should you break the appointment; in such event it will be applied to your account as a credit towards future services.

Should you experience undue delay at the practice, or have to return for repeat visits due to an issue with a lab case, the practice may, at its discretion, provide a credit to your account.

We value your time and ask that you value our time. Broken appointments and late cancellations make it very challenging to deliver quality customer service, to appropriately staff or plan for treatment, and/ or support other patient care. We appreciate your understanding and agreement with our scheduling policies.

PATIENT

SIGNATURE: _____

DATE: _____