



Missed/Canceled and Late Appointment Policy

At Lombardi Brothers Dental, we put our faith in you to keep your appointment. When we schedule an appointment, a specific amount of time is reserved especially for you. If for any reason you must cancel or change your appointment, our office policy is as follows.

For missed or canceled appointments:

It is important that you give our office **at least 24 hours notice**. This allows our office to offer that allotted to someone else. If you miss or cancel your appointment within that 24 hour time frame, a fee of \$50.00 will be charged to your account. This fee cannot be billed to your insurance company. It is your direct responsibility for payment of that fee!

We understand that true emergencies do happen. If this is the case, please provide us with your reason or other pertinent information as to why you missed /canceled your appointment. In certain case, at the offices discretion that \$50.00 may be removed from your accounts record.

For Late arrival:

When we reserve appointment time for you, we do so to provide you with the best quality care. When you are late it decreases our ability to accomplish this. If you arrive more than 20 minutes late for your appointment it may be rescheduled in order to meet the needs of those who are on time for their scheduled visit. If this happens it will be considered a missed appointment. A fee of \$50.00 will be charged to you for that scheduled appointment time.

I have read the policy above. I understand and agree to abide by the listed terms.