

Cancellation / No Show Policy

The Endodontic Center of Pleasanton

-Endodontic procedures require a tremendous amount of time, preparation, concentration and patience that requires us to block nearly 2.5 hours per patient, especially after the novel pandemic protocol in place. We must have a verbal confirmation of the appointment. If we do not have a verbal confirmation (possibly email) we will assume the patient is not coming in.

-Confirmations will be made starting 2 business days before the scheduled appointment. If we do not have a confirmation at least 24 hours from the scheduled appointment, it will be strongly considered for cancellation or double booked.

Due to the importance of our appointments, our policy is as follows:

- 1st missed appointment due to a Late Cancellation (less than 24 hours notice) or No Show (without notification): \$100 charge in addition to your copay or directly billed to your account.
- 2nd missed appointment due to a Late Cancellation (less than 24 hours notice) or No Show (without notification): additional \$200 charge to your account. You will no longer be able to schedule an appointment block and can only be seen on a “work in schedule basis” only.

I have read and understand the Cancellation/ No Show policy of the practice and I agree to be bound by its terms. I also understand and agree that such terms may be amended from time to time by the practice.

I, _____ (print name) have read and understood the Cancellation / No Show policy of The Endodontic Center of Pleasanton.

Signature of Patient/ Guardian

Date