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NO-SHOW, LATE-SHOW or LATE CANCELLATIONS POLICY

No- show, late-shows or late cancellations unnecessarily delay the delivery of oral health care to our patients, some of whom may have a dental emergency. Your appointment time is reserved for you so please help us to provide the best possible care to patients in our community by notifying us as soon as possible when you cannot make an appointment!

NO-SHOW or LATE CANCELLATION POLICY

- A no-show or late cancellation is defined as missing a scheduled appointment, without:
At least a 24 hour in advance notice for a scheduled appointment.
- You will be charged a \$50.00 no-show fee per missed appointment.
- Families or individuals who have missed appointments on 3 separate days within 12 months may be subject to dismissal from the practice.
- **BenchMark Dental** will attempt to contact you: Our automated system will make several attempts to confirm your appointment with either a text message, email, home telephone call or a combination of all three. ****Confirmation calls are a courtesy. It is ultimately your responsibility to mark your calendar for your appointment.****
- Additionally, it is your responsibility to provide BenchMark Dental accurate and up-to-date contact information.

LATE-SHOW POLICY

- A patient who is more than 10 minutes late to an appointment may be asked to reschedule their appointment or at least not receive all procedures planned for that time.

We value all our patients and thank you in advance for your considerations and attention to this important matter.

I have read and understand the above policies and agree to the terms outlined above.

Signature (Patient or Responsible Party)

Date