

Appointment Policy

We work closely with our patients to establish a mutual relationship and open communication. With this understanding, we together can work towards maintaining dental health.

Our specialty focuses on treating patients who are in pain and in need of immediate treatment. This makes our appointments very valuable to our patients. We ensure that our patient's needs are fully addressed and give them our sole attention during their appointment time. To make sure this quality of care is maintained, we do not double book appointments like other practices and set aside emergency time so as to not interfere with our regularly scheduled patient's time. When cancellations occur without notice, someone else in pain has lost the opportunity to receive the treatment they need.

Since our appointments are very valuable to our patients, we require 48 hours of notice of a cancellation, so that we can appropriately fill the appointment for someone else in pain. If a minimum of 48 hours is not given, a cancellation fee of \$75.00 will be assessed. Due to the extensive preparations made for appointments during the Covid-19 pandemic, any appointments cancelled with less than 24 hours of notice or missed appointments will incur a \$200 missed appointment fee. Cancellations must be made during the business week, cancellations made after hours the day before your appointment or over the weekend are not considered to be within 24 hours of notice as the office is closed. If you wish to re-schedule after missing an appointment, a non-refundable deposit of \$65.00 for evaluations and \$400.00 for surgery or root canal treatment will be required to hold another appointment. This deposit will go towards your patient portion, however will be forfeited if you miss the appointment.

We are committed to providing our patients with highest quality endodontic care in a professional, comfortable, and individualized manner. Your cooperation in keeping your scheduled appointment is greatly appreciated.