

Cancellation Policy for Dental Appointments

Our goal at *Horvath Family Dentistry* is to provide quality dental care in a timely manner. We try very hard to maintain our schedule so that all our patients can be treated promptly. **Cancelling an appointment with short notice, showing up late, or simply not showing up, is very disruptive for our schedule and unfair to patients who value prompt treatment.** Unfortunately, our office cannot continue to reserve time for patients in our daily schedule and have it disregarded.

We do understand that illness, emergencies, flat tires, and bad weather do occur. However, we have ALWAYS had a 24-hour cancellation policy. **We are still asking our patients to give us 24 hours' notice, whenever possible, if they cannot keep an appointment.** This allows us time to fill our schedule with other patients who are on our waiting list.

We appreciate your understanding and consideration regarding our cancellation and failed appointment policy.

- Cancellation or rescheduling of an appointment with 24-hours or more notification will result in No charge.
- A failed appointment is an appointment that is cancelled or rescheduled (*regardless of reason*) without 24 hours' notice or an appointment where a patient does not show up.
- Failed appointments will be charged a fee of \$40.00 per person. Also, future appointments cannot be scheduled nor can records be transferred without the payment of this fee.
- After two (2) failed appointments, we may require a deposit, in order to reserve any further time on our schedule.
- After three (3) failed appointments you risk being dismissed from the practice.
- Additionally, if a patient is more than 15 minutes late without prior notice for a scheduled appointment, we will consider this a failed appointment and the \$40.00 cancellation fee will be charged.

To cancel appointments please call 412-837-2963. If you do not speak directly to a staff member at the office, you **MUST** leave a detailed message on the voicemail, each message will have a time stamp. **NO text messages or emails will be accepted!!**

NOTICE OF PRIVACY PRACTICES- Acknowledgment of Receipt - We are required by applicable federal and state law to maintain the privacy of your health information. We are also required to give this Notice about our privacy practices, and our legal duties and your rights concerning your health information. We must follow the privacy practices that are described in the Notice while it is in effect. This notice takes effect immediately and will remain in effect until we replace it. We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by applicable law. Before we make a significant change in our privacy practices, we will change this Notice and make the new Notice available upon request. You may request a copy of our notice at any time. In order to provide you with the best quality practice experience Horvath Family Dentistry is contracted with Demand Force Communications to use as our technology service. This allows you to view your appointment and account information via the Internet 24-7 on a protected site. If you have any questions about your privacy or security measures, please send an e-mail to drhorvath@horvathfamilydentistry.com. By reading the above policy, you have agreed and acknowledge all changes.