**Klamath Falls Orthodontics Cancellation Policy**

At Klamath Falls Orthodontics, we understand that unanticipated events occur in everyone’s lives. However, out of respect for our office and our patients who have arranged their schedules, we ask you to do your best to not cancel appointments last minute, not no show or show up late as this impedes the level of service that we are able to provide. In our commitment to providing the best service possible to our patients, we have implemented the following policies:

* We require **48 hours notice** for **all** cancellations or appointments that need to be rescheduled. Any notice less than 48 hours will be considered a missed appointment.

**New Patient Exams/Consults** – When we schedule these appointments, an hour of our schedule is reserved for you. Dr. Walle reviews notes, x-rays and history from your General Dentist to prepare for his time with you. Having a patient not show for this type of appointment is very costly to Dr. Walle and the office.

* **1st missed appointment** – If an appointment is missed or cancelled with less than 48 hours notice, a letter will be sent to you reminding you of our policy. We also reserve the right to charge you up to $50. We will reschedule your exam but it will be no less than 2 months out.
* **2nd missed appointment** – After your 2nd missed appointment, your account will be charged $50. In order for you to schedule a future appointment with Dr. Walle, a deposit must be made to hold the scheduled time. This fee will be credited towards your exam and/or treatment. If you do not show up to the scheduled appointment, the deposit will be non-refundable, and we reserve the right to not schedule any further exams.
* If you show up on time with your paperwork completed for your exam, your exam fee will be waived.

**All other appointments** – While these are equally as disruptive to our schedule, most often less time is involved. Throughout treatment, you will be allowed 2 missed appointments. (These include no shows and short notice cancellations.). At the 3rd and each subsequent missed appointment, you will be charged a $45.00 missed appointment fee. Your appointment will be rescheduled no less than 2 weeks out. Please know that this may extend your treatment time and extended treatment fees may be incurred.

**Showing up late for an appointment** - A grace period of 10 minutes will be permitted for unforeseen delays while traveling to the office. If a patient arrives more than 10 minutes late, the patient will be given the option of either being seen that day as a walk-in, **if the schedule allows**, or be rescheduled to a later date. If you know you are going to be late, please call the office at (541)884-8668.

Requests to cancel or reschedule can be called in to the office, emailed or be a reply to the text confirmation/reminders that are sent from the office. If we are out of the office when you call, you must leave a message with our answering service.

\*\*\*Please note that not receiving a text or email reminder is NOT an acceptable excuse for missing an appointment. These automated reminders should be considered a courtesy and should not be relied upon as your sole method of knowing when your appointment is scheduled.

Please sign below to indicate you understand and agree to the terms of this policy.

Patient/Parent Signature