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Patient Notification of 'No-Show' Policy

Johnson Family Dental Care schedules many patients every day. It is important to honor scheduled appointments or cancel them with enough notice so that another patient can be scheduled in that appointment time.

To ensure that time, personnel, and available equipment are best utilized for the treatment of our dental patients, a 'NO-SHOW' appointment policy has been created. When an appointment has been scheduled, and the patient fails to cancel the appointment without proper notice and is not in attendance for the appointment, a 'NO-SHOW' appointment has occurred. A 24-hour notice of cancellation is requested prior to the patient's scheduled appointment.

The following criteria will be applied in instances when a 'NO-SHOW' appointment occurs:

- After the second and subsequent 'NO-SHOW' appointment(s) within a 12-month period, the patient will be assessed a \$50.00 'NO-SHOW' appointment fee for the visit.
- Extenuating circumstances, including but not limited to an unexpected personal tragedy, sickness or severe weather, will be taken into consideration prior to assessing a fee.
- If you fail to cancel without proper notice or 'NO-SHOW' for 3 or more consecutive appointments, you will be dismissed from Johnson Family Dental Care.
- The 'NO-SHOW' fee is the responsibility of the patient/legal representative.
- The 'NO-SHOW' appointment fee is not defined as a specific benefit by Insurance or any other program.

Sincerely,

The Johnson Family Dental Care Team