**Cancellations and No Show Policy**

There is currently an incredibly high demand for dental care in the Lakeway area. This cancellation policy allows us to be as efficient as possible and provide the best dental care for the people in our community.

* Current patients that miss 3 appointments who **no show** or **no call** will not be given any more appointments.
  + Patients that have missed 3 appointments can either call the office to check for same day appointments, or they can be contacted for same day appointments only. These patients will pay a non-refundable $50 booking fee.This $50 will be applied as a credit if the patient shows to the appointment. If the patient does not show, he or she will not receive the credit or a refund.
* Any new patient who **no shows** or **no calls** will not be made a new appointment as these are extensive appointments and require a lot of staff time.
* We will not accept any patients who arrive more than 15 minutes late to an appointment. If a patient shows more than 15 minutes late to an appointment this will be considered a no show and in which we will follow the above mentioned policies.
* We will send a reminder text message 1 week before, 1 day before, and 2 hours before your appointment.You can confirm your appointment by responding to this text or by calling our office at 423-581-0331.
* Patients in collections or any patient who is blatantly rude or disrespectful to any member of our staff will not be given appointments.