



## **APPOINTMENT RESERVATION POLICY**

We understand your time is valuable and in order to provide the best service possible to all our patients, we have an appointment reservation policy. This will assist us in providing you the timely service you deserve. Please make certain we have updated phone numbers, address, and insurance information on file.

We will text you four (4) days prior to your appointment, after which we require a confirmation to reserve your appointment. Confirmation is completed by text messaging "C" back to us. You can also call to confirm. You may also receive an email to confirm. Any form is acceptable and required. This will ensure that Smiles on Niles and you are both aware of your appointed time. If we do not hear from you within 24 hours, we will assume you are unable to attend and reserve the right to give your time to another patient in need of care. We will be happy to arrange a date and time that will work better for you.

If you arrive 10 minutes or more after your reserved appointment time, we will be required to reschedule due to having other patients scheduled after your reserved time.

If you cancel your appointment **without** 24 hours notification more than 2x, we reserve the right to give you limited appointment options or dismiss you as a patient.

If you do not show up for an appointment without calling to cancel or reschedule, we will be obligated and reserve the right to dismiss you from the practice and will result in you being asked to seek treatment elsewhere. Because of recent changes in our office, it is only fair to you as a patient that we adapt this zero-tolerance policy for failed appointment.

If you, as a patient here, have a history or pattern of last minute or 24 hour cancellations, we reserve the right to give you limited appointment options or dismiss you as a patient.

We are committed to providing you with the best care possible and appreciate your understanding and cooperation. We strongly believe this is mutually beneficial and preserves the value of each parties time.

*Thank you,  
Dr. Gupta, and Staff*