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CONFIRMATION, CANCELLATIONS & RESCHEDULING POLICY

PLEASE KEEP THIS PAGE FOR YOU RECORDS

Please take a few minutes to review our confirmation, cancellation and rescheduling policy.

As a courtesy, we will do our best to remind you of your appointment. Your appointment is **CONFIRMED** when you make it. It is your responsibility to remember your appointment and not rely on our telephone call exclusively to remember your appointment. Please make sure we have current telephone numbers to reach you.

In addition, we request, as a courtesy from you, **72 business hours** notice if you need to reschedule your appointment and we require **24 business hours** notice to avoid a cancellation charge. Appointments scheduled for two (2) hours or longer require the full **72 business hours** notice to cancel in order to avoid a cancellation fee. Our business hours are Monday, Tuesday and Wednesday from 8:00 AM to 5:00 PM and Thursday 7:00 AM to 3:00 PM. Cancellations left on the answering service are **NOT** considered business hour notice.

We charge a fee of **\$75.00 per hour** for hygiene appointments and **\$150.00 per hour** for doctor appointments when patients fail to show up or do not cancel or reschedule within the requested time.

Failed appointments and last minutes rescheduled appointments are the most difficult to fill, since we do not have the opportunity to offer the time to another patient. Also, we have set aside a specific amount of time for **YOUR** particular procedure, occasionally even scheduling other patients and procedures around your treatment. Your appointment is very important to us and we hope it is important to you. If you need to change your appointment kindly give us a minimum of 72 business hours notice.

We appreciate your consideration of our schedule. Thank you in advance for your understanding and cooperation.