

Maple Leaf Dental

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January 1, 2023

Cancellation Policy

Cancellation Lead Time

It is difficult to fill your appointment time when we do not have enough advance notice. Therefore, **2 full business days' notice is required** when cancelling or rescheduling an appointment. Please keep in mind that weekends are not counted. For example, if you have an appointment on a Monday or a Tuesday, it needs to be taken care of 2 business days prior on a Thursday or Friday respectively.

As you all know, we love to send out an abundance of appointment reminders via email, texts, and phone calls. Please pay close attention to the date and time before confirming, and alert us right away if you need to make changes.

Short Cancellation & No Show Limits and Consequences

A 'short' cancellation is when you cancel your appointment with less than 2 full business days' notice. A "no-show" is when you do not show up for your scheduled dental appointment. After you have made two (2) short cancellations at our practice, we will notify you by mail. After three (3) short cancellations, you will no longer be able to schedule future non-emergency appointments for yourself ahead of time. Instead, you can call our office the day before or the day of to see if we have any openings in our schedule for those days. If so, we would be happy to see you.

Cancellation/No Show Fee

There are two different instances where you will be charged a fee of \$100:

- 1) After your **2nd short cancellation, and every short cancellation/no show after that**
- 2) If you no show or cancel an appointment on the **same day** it is scheduled for

If you have no short cancellations for two full years, we will erase your cancellation history.

The cancellation fee will remain on your account and must be paid in order to schedule future appointments at Maple Leaf Dental.