



Appointment Policy

It is important for patients to keep their dental appointments. We at Emerald Isle Smiles Dental Studio understand that you may sometimes need to reschedule appointments. If you must reschedule, we respectfully ask for scheduled appointments to be changed at least 48 hours in advance.

Dr. Myers and our team strive to be available for your dental needs and the dental needs of all of our patients. When an appointment is scheduled for you, the office and staff reserve exclusive time for your care. Missing a dental appointment or cancelling a dental appointment without enough notice prevents us from giving you the care you need in a timely and planned manner. Also, broken appointments result in lost time that could have been used to provide care to other patients that are in need.

Our Appointment Policy will be as follows:

- **We require a minimum of 48 hours' notice when cancelling an appointment. This may be via a phone call and/or voicemail to: 252.354.4688, or by emailing to: drmyers@emeraldisledentist.com.**
- **If you are to miss an appointment or cancel in less than 48 hours' notice, a missed appointment will be documented in your dental record.**
- **Should a missed appointment occur, you could be subject to a missed appointment charge of \$50 for that visit. In order to reschedule an appointment, you could then be required to make a deposit to reserve that new appointment.**
- **A reminder notification will be placed within 1 week of each appointment. Therefore, we will expect all appointments (not appropriately cancelled) to be attended at the scheduled time.**
- **In addition to the above, appointments must be confirmed within 24 hours of the appointment time.**
- **Should you miss our confirmation call and receive a message, please contact us as soon as possible to confirm. Note: Our office leaving a message with you *does not* qualify as confirmation. We are requiring that there be a response back from you. This may also be via a phone call and/or voicemail to: 252.354.4688, or by emailing to: drmyers@emeraldisledentist.com.**
- **Should your appointment go unconfirmed, your appointment could be at risk of being given to another patient. We will, of course, do our very best to still accommodate you. However, we may have to reschedule your appointment.**

Please know that you come highly valued as a patient of Emerald Isle Smiles Dental Studio, and we show appreciation for your understanding and cooperation as we institute this policy. We are also optimistic that this may never be an issue. Should you feel there is a better, more preferred way to contact you regarding your appointment or assist in helping you make your appointments, we certainly welcome any suggestions you may have. Our intention is to simply keep treatment plans flowing and achieve the quality dental health care goals we aim to achieve for everyone.

From the Staff of Emerald Isle Smiles Dental Studio

Patient's Printed Name

Signature of Patient/ Health Care Agent/Guardian

Date