



Steven L Flood, D.D.S. • Maurina Kusell D.D.S.
1124 Grand Ave • Arroyo Grande, CA 93420

CANCELLATION POLICY

To run an efficient, high quality dental practice requires commitment from the doctor and staff. It also requires a commitment by the patient. Missed appointments, last minute cancellations, and late arrivals make it difficult to maintain the high level of dental care my staff and I are committed to giving.

We ask that you give us at least 24 hours notice if you cannot keep your scheduled appointment. This allows us time to schedule other patients in need of dental treatment or a dental emergency. These other patients, as well as staff, and myself appreciate your consideration in doing so.

When a patient fails a scheduled appointment or cancels at the last minute, we will reschedule the appointment. We understand that sometimes “things” happen. After the second failed appointment the patient will be charged for time scheduled; \$50.00 for a one hour appointment and \$100.00 for an hour and a half or longer appointment. After the third failed appointment the patient will be dismissed from the practice and their records transferred to the dentist of their choice.

The purpose of the cancellation policy is to help the doctor and the staff aid patients who are committed to their dental health. Patients who are committed to their dental health and treatment achieve the best results.

Thank you for your cooperation.

Patient Signature