



# Longmeadow

## FAMILY DENTAL CARE

**Dr. Brandon Ellis   Dr. Jeffrey Rubino   Dr. Kevin Dooley**  
19638 Leitersburg Pike, Suite 103  
Hagerstown, MD 21742  
301-739-1100/301-739-1900

### **Appointment Cancellation & No Show Policy**

Our staff has made a promise, professionally and personally, to give you the concern, respect and care that makes our office a comfortable and pleasant place to visit. It is always our contention that your time is valuable and that you deserve our undivided attention. So, when we schedule a dental visit, that time is yours.

Please make sure you note your appointment where you will be easily reminded. It is the patient's responsibility to make sure all appointments are kept.

We understand that unplanned issues can come up and you may need to cancel an appointment. If that happens, we respectfully ask for scheduled appointments to be cancelled at least 48 hours in advance so we may offer this time to someone else.

#### Recurrent Cancellation & Failure Policy:

- a) A failed appointment is considered as follows:
  - Appears at the office 25 minutes or later after the scheduled appointment.
  - Does not call within 48 hours before the appointment time to cancel.
  - Patient fails to show up for the appointment
- b) If a patient has two (2) or more failed appointments or multiple cancellations, that patient will no longer be considered for treatment here at Longmeadow Family Dental Care.**

Patient's Name: (print) \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Patient or Parent: \_\_\_\_\_