



D E N T S M O N Q U A R T I E R

Appointment cancellation policy

The current text is to reiterate the importance of our appointment cancellation policy. We also want to explain why it is debilitating and destabilizing for us when patients do not respect their appointments.

We ask our all patients to advise us a minimum of 48 business hours before the hour of their scheduled appointment for any absence.

Your dental team works diligently to plan and prepare for your appointment, so we can receive and treat you with the upmost quality of care.

To be ready for your visit, your dentist studies your dental history, prepares the intervention, analyses all your x-rays and plans your treatment.

Your dental secretary meticulously plans the work day at 10-minute increments to ensure less wait time for you.

Your hygienist goes over your dental file, analyses it and gets her room ready...specifically for you!

Your assistant sterilizes and prepares all the instruments required for your treatment (and trust us...there are quite a few!), disinfects the treatment room, etc.

You can understand that there is a lot of planning and preparation ahead of your appointment. Furthermore, there is a financial cost for the clinic to prepping a room for an appointment.

Therefore, when the patient misses or doesn't show up to their appointment, the entire team finds itself in a forced break and I still must pay them. When 1 or 2 hours are reserved for you, **they are reserved exclusively for you!**

In addition, we receive calls from patients that are in pain or dental distress daily that need and want to be seen as soon as possible. A patient that makes an appointment and that doesn't show prevents your dental team from seeing and helping them.

The Dents Mon Quartier dental clinic reserves the right to charge a 75\$ fee for every appointment that is missed or cancelled within a 48-business hour notice.

After reading this text, I, _____, understand why it is important to notify the dental team of the Dents Mon Quartier clinic for all absence within a delay of 48 business hours before the date and time of my appointment.

Patient 's signature: _____

Date: _____

Signature of the dentist / hygienist: _____

Thank you for your diligence

Dr Joumana Charouk, D.M.D.,
General dentist / Owner