

As of 8/1/2025 this policy will be in effect

Appointment Cancellation Policy

Twin Cities Dental strives to provide excellent dental care for all our patients. To be consistent with this, we have implemented a cancellation policy that allows us to schedule appointments efficiently. Although we have always had a cancellation policy, circumstances have caused us to implement a fee. When an appointment is scheduled, that time has been set aside for you. If it is missed, that time cannot be used for another patient.

To remain consistent, we have implemented the following policy:

1. Please provide our office with at least 24 hours' notice if you need to reschedule your appointment. This allows us the opportunity to provide care for another patient. A message can always be left on the answering machine to avoid a cancellation fee being charged.
2. A "No show", "No – Call", or missed appointment without proper 24-hour notification may be assessed a \$30 fee.
3. This fee is not billable to your insurance and will be your direct responsibility.
4. If you are 10 or more minutes late for your appointment, the appointment may be cancelled. You can reschedule once the fee is paid.
5. As a courtesy, we make reminder calls for appointments, one to two days in advance. Please note, if a reminder call or message is not received, the cancellation policy remains in effect.
6. Repeated missed appointments may result in termination of the physician/patient relationship.

If you have any questions regarding this policy, please let our staff know and we will be glad to clarify any questions you may have. A copy of this policy will be provided to you.