



12520 Prosperity Drive
Suite 300
Silver Spring, MD 20904
Phone: (301) 989-8994
Fax: (301) 989-0021
Email: Office@funsmiles.com

Maryland Healthy Smiles Cancellation/Missed Appointment Policy

Welcome to Dr. Camps, Pediatric Dental Center. It is our pleasure to provide quality service to patients with MD Healthy Smiles. Our goal is to provide the best, modern dental care for your children in a timely manner. In order to do so, we have implemented an appointment policy. This policy enables us to better utilize available appointments for our patients in need of dental treatment. Your obligation is to keep your appointments and arrive on time. When you don't show up or cancel at the last minute, you prevent other children from using that appointment time. When you arrive late for your appointment, it limits our ability to provide the level of customer service we are proud of. It is not fair to your child or the patient scheduled after them.

Cancellation/Change of an Appointment:

In order to be respectful of the needs of other patients, please be courteous and call Dr. Camps, Pediatric Dental Center promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early notification will give another child the possibility to have access to timely dental care.

No Show/Late Cancellation Policy:

A "no show" is someone who misses an appointment without calling. A "late cancellation" is when someone cancels an appointment on the same day of the appointment. "No Shows" and "Late cancellations" inconvenience those individuals who need access to care in a timely manner. It leaves our doctors and team waiting for patients who do not arrive. A failure to present at the time of a scheduled appointment will be recorded in the patient's record as a "no show". We will electronically report the broken appointment to MD Healthy Smiles. **Unfortunately, after two "no shows" we may dismiss your children from the practice.** If this should happen, our practice would provide emergency treatment only for 30 days from the time of the missed appointment.

Our practice is known as one of the best pediatric dental practices in the country. We want to partner with you in providing the best care possible for your children. **Please help us to continue to do so by keeping your appointments and arriving on time.**

Parent/Guardian Signature

Print Name

Date