

Appointment Cancellation Policy



RK DENTAL CARE
HEALTHY SMILES FOR LIFE

RK DENTAL CARE is committed to providing all our patients with exceptional care. When a patient cancels without giving enough notice, this prevents another patient from being seen.

Please call us at (703) 268-5622 by 10:00 a.m. on the business day **prior** to your scheduled appointment to notify us of any changes or cancellations. To cancel a **Monday appointment**, please call our office by **10:00 a.m. on Friday**.

If you cancel an appointment without giving adequate notice as stated above, a **minimum \$25.00 fee*** will be assessed depending on the length of the appointment cancelled. If no notice is given, and the patient does not show up for their scheduled appointment, a **minimum \$75.00 fee*** will be assessed depending on the length of the appointment missed.

In the event a patient does not “show up” on a subsequent occasion, our office policy is to ask the patient to find a different Practice, at which point our administrative staff will be happy to transfer the records of that patient to a new office with a letter explaining why the transfer is being made.

For appointments more than two (2) hours: we require a minimum of two (2) business days’ notice to cancel or reschedule, to avoid fees.

Please note that insurance companies DO NOT cover fees for broken appointments, therefore payment is the patient’s responsibility and all future scheduled, or required appointments, will no longer be held, or booked respectively, until the assessed fee has been paid.

**Exceptions will be made for illness or personal tragedy.*