

Dear Patients,

Our Dental office is open, and we are seeing patients at 60% accommodation. We operate with our door locked, as we screen all patients with COVID-19 questionnaire and temperature before letting patients in the office. Our appointment times are very valuable, and we would like to inform all our patients about the **NEW APPOINTMENT CANCELLATION POLICY**. We are also trying to minimize the wait time as we don't use the reception area to maintain social distancing.

Sometimes the reason for wait time is not providing the DENTAL INSURANCE information ahead of time. Please give Holly, my receptionist, complete information about your dental insurance so she can verify eligibility and benefits ahead of your appointment. The new patient paperwork and patient update forms are also available on our website and through email if needed.

I have been noticing a lot of last-minute cancellation and no shows even after taking a lot of effort in confirming 1-2 days prior. As a courtesy to our patients, we have been very kind to not charge for broken appointments & no shows in the past.

Please note that going on forward we are revising our office cancellation Policy and this will be strictly enforced starting November 1st, 2020

**THERE WILL BE A \$40 charge for BROKEN DENTIST APPOINTMENT for all confirmed and NO SHOW appointments**

**THERE WILL BE A \$35 charge for BROKEN HYGIENIST appointment for all confirmed and NO show appointments.**

**We need at least 48 hrs. or 2 business days to either reschedule or change the appointment made on our schedules.**

We will make exceptions to these rules on special situations only like - illness or emergency situations.

Please help us provide the best possible dental care for all our patients. Please understand that our time is very valuable just like your time is valuable to you.

Thank you.

Respectfully,

Anala Panchumarti, DMD  
Sunshine Creative Smiles