

EMERALD COAST FAMILY DENTISTRY

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Cancellation and Failed Appointment Policy

In order to best serve all of our patients and maintain our schedule, we require a twenty-four hour's notice to reschedule or cancel all appointments. This allows us ample time to contact other patients who are waiting for dental treatment. If you will be unable to come in for a scheduled appointment, please call our office so that we may make the appropriate changes. If we are not available to take your call, please leave a message informing us of the situation, and we will return your call promptly to reschedule.

Please be advised that effective April 3, 2009, our dental practice will enact a "Cancellation and Failed Appointment Policy" that is fair to both our patients and our practice. We are committed to seeing our patients on time and respecting our patient's time. Late cancellations (less than twenty-four hour's notice), failed appointments, and late arrivals are disruptive to the practice's schedule and to our other patients.

For appointments cancelled with less than twenty-four hour's notice or failed appointments, there will be a fifty dollar charge to your account. We are aware that unexpected emergencies do occur, and we will be empathetic when handling those situations.