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(Patient Name) (Today's date)

## **Oral Surgery Appointment Cancellation Policy**

Your surgical team at Oral and Maxillofacial Surgery Specialists are committed to providing exceptional care to all of our patients. To ensure that we can accommodate everyone effectively, we have implemented the following policies for appointments.

**1. 48-Hour Cancellation or Rescheduling Notice**

Your surgery requires time and preparation by our surgical team to assure an optimal outcome for your provider; therefore, we require a minimum of 48 hours' notice for any cancellation or rescheduling of your appointment.

**2. \$200 Fee - Late Cancellations and Missed Appointments**

Cancellation of your appointment made with less than 48 hours' notice will incur a **\$200** fee. A missed appointment (no show) will incur a **\$200** fee. This fee helps to cover the time and resources that we had reserved specifically for your scheduled care.

**Weather:** We understand that Colorado can have unpredictable weather. We carefully monitor developing weather conditions to ensure that our office will be open and operational to serve our patients. We do ask that you also plan accordingly as our team has prepared and reserved this time specifically for you.

Your time and trust are important to us and we value the opportunity to provide you with the best care possible. By adhering to this policy, you help us maintain a smooth and efficient schedule so we can deliver the best care possible to all of our patients.

**3. How to Cancel or Reschedule Your Appointment**

To cancel or reschedule your appointment, please call our office at (719) 590-1500 during regular business hours. If you need to cancel after hours, you may leave a voicemail.

**4. Exceptions**

We certainly understand that emergencies can arise. If you are unable to keep your appointment due to a true emergency, please contact our office as soon as possible. Emergency situations requiring cancellation of an appointment will be evaluated on a case-by-case basis.

If you have any questions about our cancellation / rescheduling policy, please do not hesitate to reach out to our Patient Relations team at (719) 590-1500 or [frontdesk@jaws-1.com](mailto:frontdesk@jaws-1.com)

Thank you for your understanding and assistance in providing exceptional care to our patients!

X \_\_\_\_\_ /\_\_\_\_\_/\_\_\_\_\_  
(Signature of Patient / Guardian) (Date)