

Cancellation Policy

Randolph L. Mitchell, D.M.D.

The policy of this office is that an appointment time is reserved **specifically for you**. Your appointments are scheduled at your convenience and confirmed by us **48 hours prior** to your appointment as a courtesy to you. If you do not answer the phone or don't have an answering machine for us to leave this confirmation, we must assume you are managing your own appointments responsibly.

Cancellations will no longer be accepted after 12:00 noon on the day prior to your appointment (or the Friday prior to a Monday appointment) or by our office answering machine after the office closes the business day before the appointment.

Failure to come to your appointment without proper advance notification will result in a charge of fifty dollars (\$50.00) being placed on your account. Certain exceptions will apply, but we do track these events and our staff will decide the validity of the exception based on your previous track record.

Further appointments will not be scheduled until the cancellation payment is made.

We are here for you and we do expect that you will be here for us.