

Assiniboine Dental Group Missed Appointment Policy

Our commitment at Assiniboine Dental Group is to provide exceptional dental care to our patients while respecting the time and schedules of both our providers and fellow patients. We understand that unforeseen circumstances may arise, making it necessary for you to cancel or reschedule your appointment. To ensure the smooth operation of our practice and to accommodate the needs of all our patients, we have established the following Missed Appointment Policy.

Appointment Cancellation/Rescheduling Notice:

When you schedule an appointment, you reserve a valuable slot on our calendar that is no longer available to other patients. To show consideration for your fellow patients, please notify us as soon as you become aware that you won't be able to make your appointment.

If you need to cancel or reschedule your appointment, we kindly request that you provide us with at least 2 business days' notice. Your early notification will allow us to offer the vacant slot to another patient in need of dental care.

How to Cancel/Reschedule Your Appointment:

To cancel or reschedule your appointment, please contact us at 204-958-4444 during our regular business hours. If it is after hours, please leave a detailed voicemail message, and we will return your call, or email us at service@adg1.ca and we will get back to you.

Late Cancellations/No-Shows Fee:

A cancellation or rescheduling of an upcoming appointment is deemed late when it occurs less than 2 business days before the scheduled appointment time. A no-show is when a patient misses an appointment without prior cancellation. Once an appointment has been made, a room is reserved specifically for you, and the dentist/dental hygienist's time is set aside. Please be considerate of other patients and our clinic.

Service fees will be applied to patients who miss appointments without notice or provide insufficient notice for cancellation. The missed appointment fee is based on the current Manitoba Dental Association (MDA) Fee Guide and is subject to change annually. We understand that unforeseen circumstances may arise, and exceptions may be considered on a case-by-case basis. If you encounter any challenges in keeping your appointment, please contact our office as soon as possible so we can work with you to find a solution.

