



Northwind Dental

3719 E. Meridian Loop Ste. B
Wasilla, AK 99654

Cancellation Policy for Dental Appointments

Our goal at Northwind Dental is to provide quality dental care in a timely manner. We understand that illness, emergencies, flat tires, and bad weather do occur. We ask our patients to give us 24 hours' notice whenever possible if they cannot keep an appointment. This allows us to fill our schedule with other patients who may be waiting. We appreciate your understanding and consideration regarding our cancellation and failed appointment policy.

- Cancellation or rescheduling of an appointment with 24 hour or more notification will result in no charge.
- A failed appointment is an appointment that is cancelled or rescheduled without 24 hours' notice, or an appointment where a patient does not show up.
- We allow one broken appointment as a courtesy.
- Any additional failed appointments will be charged a fee of \$50 for a hygiene appointment, and/or \$50 per hour scheduled for an appointment with the doctor. **This fee cannot be billed to your insurance and will be your direct responsibility.**
- If you are more than 10 minutes late for your hygiene appointment, or 20 minutes late for your appointment with the doctor, your appointment will need to be rescheduled. After three (3) failed appointments you risk being dismissed from the practice.

If you have questions about this policy, please ask us. We would be happy to answer any questions you may have. To cancel appointments, please call or text our office at 907-373-2440. If you do not reach the receptionist, you may leave a detailed message on the answering machine.

By signing below, you verify that you have read and understand Northwind Dental's Cancellation Policy and agree to be bound by its terms. You also understand and agree that such terms may be amended from time to time by the practice.

Signature of patient

Date