



OROFACIAL & DENTAL IMPLANT SURGERY

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TMJ Cancellation Policy

At Orofacial & Dental Implant Surgery, our goal is to provide quality treatment and care in a timely manner to all our patients. We schedule our appointments so that each patient receives the right amount of time to be seen by our providers and staff. We have implemented a cancellation and "no show" policy which enables us to better utilize available appointments for our patients in need of care. The following policy is with regard to patients who fail to keep their scheduled office visit appointments. This is effective immediately.

Please be courteous and call our office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. Available appointments are in high demand and your early cancellation will give another person the opportunity to have access to timely care.

New Patient Consultation

Our office will collect a non-refundable "No Show/Cancellation" fee of \$50.00 at the time of creating your new patient consultation. Patients who show to their appointment will have a \$50.00 credit that will be applied/deducted from their total out-of-pocket expenses. Patients who fail to show for their scheduled appointment or did not notify the office prior to *1-week (7 days)* of their scheduled appointment time shall be subject to the "No Show/Cancellation" fee of \$50.00. Patient's may reschedule their appointment one time (*outside of the 7-day timeframe*), but thereafter, any further rescheduling efforts will result in loss of refund and no further appointment access with Dr. Moore.

Oral Surgical Splint Impression Appointment

Our office will collect a non-refundable "No Show/Cancellation" fee of \$50.00 at the time of creating your splint impression appointment. Patients who show to their appointment will have a \$50.00 credit that will be applied towards their out-of-pocket expenses. Patients who fail to show for their scheduled oral surgical splint impression appointment or did not notify the office prior to *1-week (7 days)* of their scheduled appointment time, shall be subject to the "No Show/Cancellation" fee of \$50.00. Patient's may reschedule their appointment one time (*outside of the 7-day timeframe*), but thereafter, any further rescheduling efforts will result in loss of refund and no further appointment access with Dr. Moore.

These "No Show/Cancellation" fees are not covered by insurance and are therefore the sole responsibility of the patient.

How to Cancel Your Appointment: To cancel or reschedule your appointment, please call the TMJ team directly at (407) 343-9875. If you have any problems getting through, you can leave a message with your name, appointment date and cancellation reason.