

Scheduling Policy

Here at **Full Heart Dentistry**, we greatly appreciate your continued loyalty and trust in our team. We strive to provide the utmost professional experience and care to our patients.

The importance of attending your appointments is invaluable. Your time in our office is essential to your overall oral care.

We want to ensure our patients are allotted the necessary time to get the appropriate care and treatment. When scheduling an appointment with our office, **you are committing and confirming that appointment once it is on our schedule**. After this point, all changes that need to be made to that scheduled appointment must be made by calling the office at least 48 business hours in advance. Our office will no longer be accepting cancellations or rescheduling requests by email or text. This is to avoid any communications being missed.

We can be contacted during our normal operating hours at 585-342-7902. Our office is open from 8am – 5pm, Monday – Thursday.

In addition, if appointments are scheduled for Monday, the latest changes can be made to these scheduled appointments are Wednesday of the previous week due to our office being closed Friday – Sunday.

All appointments changed within 48 business hours of the scheduled appointment will be subject to a fee of **\$50 per scheduled hour**. This fee will be collected at the time of cancellation or rescheduling.

We stress the importance of this policy as the office needs to be given the appropriate amount of time to treat our patients. Rescheduling or cancelling appointments with short notice can impact our ability to get other patients in for their required treatment.

We also want to take the time to inform our patients that moving forward, all crown appointments will require a **\$100 down payment** upon scheduling to reserve the appointment time. These treatments require a lot of time and resources, and we need to be sure that all patients that require a crown attend these appointments. Crowns protect the teeth and prevent decay. If the tooth is not protected, it can lead to more extensive treatments or even the loss of the tooth. This deposit will go towards the cost of the treatment unless the patient does not show up or reschedules within 48 hours.

Thank you for your understanding and consideration for our other patients and our team!