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CANCELLATION / RESCHEDULE POLICY

WFE strives to ensure all patients are served efficiently. Many patients need emergency treatment. To maximize appointment availability and ensure our scheduled patients are seen on time, Wichita Falls Endodontics follows the below outlined policies.

- All patients will be contacted the day before the scheduled appointment to confirm arrival time and review medication instructions. Appointments must be confirmed by 2:00 PM. If a patient does not respond to confirmation calls/texts by 2:00 PM, the appointment will need to be rescheduled.
- WFE recognizes that sometimes appointments must be rescheduled. However, if this is a pattern and/or if a patient reschedules without sufficient notice to allow for another patient to be seen, it is up to the discretion of Dr. Baker and his office manager to require payment prior to rescheduling. Generally, WFE allows for an appointment to be rescheduled twice before requiring prepayment.

LATE ARRIVAL POLICY

- If a patient arrives more than **5 minutes later than scheduled time for an evaluation or finish**, this appointment may need to be rescheduled. This is up to the discretion of Dr. Baker.
- If a patient arrives more than **15 minutes later than scheduled time for treatment** with Dr. Baker, this appointment may need to be rescheduled. This is up to the discretion of Dr. Baker.

NO SHOW POLICY

- **If a patient does not come to a scheduled appointment, PREPAYMENT IS REQUIRED TO RESCHEDULE.**