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CANCELLATION POLICY

Due to Denti-Cal polices, Diamond Springs Dental Center will no longer have a missed appointment fee for State/Government Programs (to include Denti-Cal, CMSP, etc.) patients. The missed appointment/no show/late cancellation fee will remain in effect for all other patients.

However, due to the high overhead expenses of operating a dental practice, the recent reduction in Denti-Cal fees, the additional administrative burdens placed on us by Medi-Cal and our determination to continue to accept patients on State/Government Programs, we are forced to make some changes in our appointment cancellation policies.

I strongly feel that patient responsibility for attending scheduled appointments is the key to our being able to continue to accept State/Government Program beneficiaries as patients.

Beginning now, patients who do not show or who fail to call at least two (2) hours in advance to cancel or reschedule their appointment will no longer receive additional care from this office. It truly hurts me to make this change, but to coin a phrase; I can't fight City Hall. It's either this or to discontinue accepting Medi-Cal totally!

A 'NO-SHOW' includes cars not starting, conflicting appointments, rides not showing up, not feeling well, forgetting, being on trips, vacation, or excursions, babysitters not showing up, work schedule changes, losing your appointment cards, and not getting a message. If you can't show up, just call us and let us know! Bona Fide emergencies will certainly be considered.

As a courtesy, we try to call all of our patients the business day prior to the appointment. If your phone number is disconnected, we will automatically cancel your appointment unless you call the business day prior to verbally confirm. If someone is home and takes a message, we expect that you will get that message, just as we expect that you will listen to any messages that we leave on your answering machine.

I truly regret taking this action, but public policy and my desire to continue to treat patients on these programs leaves me no alternative. We at Diamond Springs Dental Center pride ourselves on being able to deliver high quality dental care to all members of this community regardless of their dental coverage. Your help in understanding this policy changes will help us in this endeavor.


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