



Appointment Policy

At ImmediaDent, we are committed to delivering quality, urgent and comprehensive dental care seven days a week, from 9a.m. to 9p.m. We greatly value our scheduled patients as they allow us to provide quality care in a timely manner.

When you schedule an appointment, we reserve that time just for you with our dental staff and doctor. We are committed to honoring the appointment time of our scheduled patients, so it is critical that you confirm your appointment within 24 hours of your appointment time and that you arrive no later than 10 minutes of the scheduled time.

Our Responsibility to You:

- We promise to work with you to find the time that works best for you.
- We will call you in advance to remind you of your appointment and to ensure we are prepared to make your experience as pleasant as possible.

Your Responsibility to Us:

- Appointments must be confirmed within 24 hours of the appointment time by responding to our confirmation call.
- If you miss our confirmation call or need a different appointment time, please contact us as soon as possible to either confirm or reschedule based upon current availability.
- Arrive on time or early for your appointment. We may be unable to hold your reserved time if you are more than 10 minutes late.

What happens if you don't confirm your appointment within 24 hours of the scheduled time and/or you are late for your appointment?

- If you arrive for your appointment that has not been confirmed *and/or* you are more than 10 minutes late for your appointment, we will try our best to see you as a walk-in patient with priority over other walk-in patients who don't require urgent care.
- However, if you are more than 30 minutes late you will be seen as a walk-in patient and wait time will be based upon our current availability.

Please contact us as soon as possible if you're running late.

ImmediaDent staff takes great pride in providing every patient the quality care that they deserve and we thank you for choosing us as your dental home.