



54 MIDDLESEX TURNPIKE  
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BURLINGTON, MA 01803  
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## **CANCELLATION POLICY FOR NON COVID RELATED REASONS**

Our practice is dedicated to quality care and exceptional service. The staff at Super Smiles spends extensive amounts of time preparing for your visit. Broken and missed appointments create scheduling problems for our team as well as our other patients. We require that you confirm by email or phone to reserve your appointment with Dr Miller.

**If cancellation is necessary, we require that you call at least 48 hours notice in advance.** Appointments are in high demand and your advanced notice will allow another patient access to that appointment time. If you need to cancel your appointment, please call us at (781) 272-1288 between the hours of 9am – 6pm. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

**If you cancel less than 48 hours before your appointment or do not show to your appointment without notice, you will be subject to a \$40.00 cancellation fee.** We understand unexpected events may affect your schedule. Therefore, we apply the three strike rule: after the third missed appointment without proper notification, you will be formally and permanently dismissed from our office. Additionally, if applicable, MassHealth insurance plan requires that we report any broken appointments to their system. MassHealth may revoke insurance coverage if an excessive number of broken appointments are reported.

Our practice firmly believes that a good doctor/patient relationship is based upon a clear understanding of office policies and an open line of communication, and we look forward to continuing that relationship with you.

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Signature of Patient or Guardian

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Date