

# Alicia Matayoshi DMD, PA

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7807 Baymeadows Rd E, Suite 304  
Jacksonville, FL 32256  
904-854-2300

Your dental appointment is important to you and to our office. We want to be able to see you as soon as possible when you call for your appointment. We have the following cancellation policy in place to improve our care for you.

To cancel an appointment, please call 904-854-2300 to speak with an office representative. If you do not reach an office representative, you may leave a detailed message on the office voicemail. **You may not cancel a scheduled appointment via email.**

A minimum of 48 hour notice must be given for all cancelled appointments so others may be scheduled in your place. Arriving more than 15 minutes late for an appointment will be considered a missed appointment. If our schedule permits we will be happy to try and fit you in.

A late cancel fee of \$45 will be automatically added to your account for every 1 hour of reserved appointment time. An additional \$25.00 will be added per extra half hour block reserved.

After your 2<sup>nd</sup> missed appointment, we may ask you to prepay for your treatment before you schedule your next appointment. **\*\*Please note, if you were to miss an appointment for a 3<sup>rd</sup> time in our office and you did not give us a 48 hour minimum notice, you will be forfeiting the money you have put down for your treatment.**

Thank you for allowing us the privilege of serving your dental needs.

I understand and will follow the above policy.

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Patient Signature

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Date