



Dr. Chandler Pleasant  
365 Crossgates Blvd., Brandon, MS 39042  
601-825-2411 601-824-0202

**NO SHOW/LATE APPOINTMENT POLICY**

We, at Pleasant Smiles, understand that sometimes you need to cancel or reschedule your appointment and that there are emergencies. If you are unable to keep your appointment, please call us as soon as possible. We prefer at least a 24-hour notice and the appointment can be canceled by calling (601) 825-2411.

To ensure that each patient is given the proper amount of time allotted for their visit and to provide the highest quality care, it is very important for each scheduled patient to attend their appointment ON TIME. As a courtesy, an appointment reminder is made/attempted to you, via text, (2) days prior to your scheduled appointment. If appointment is not confirmed via text, we call you the day before your appointment to remind/confirm. However, it is the responsibility of the patient to arrive on time for their appointment.

**PLEASE REVIEW THE FOLLOWING POLICY:**

- Please cancel your appointment with at least a 24-hour notice. There is a waiting list for appointments and whenever possible, we like to fill the spot where there are canceled appointments to shorten waiting periods for our patients.
- If less than a 24-hour notice for cancelation is given, it we be documented as a "No-Show" appointment.
- If you do not present to your appointment, this will be documented as a "No-Show" appointment.
- If you have two (2) "No-Show" appointments, you will be charged a \$25.00 fee.
- If you are 15 minutes late for your scheduled appointment, you will be rescheduled.

I have read and understand Pleasants Smiles' "No-Show" appointment policy and understand my responsibility to plan appointments accordingly and notify Pleasant Smiles appropriately if I have difficulty keeping my scheduled appointments.

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Patient Signature or Parent/Guardian, if minor

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Date