

# SEQUOIA FAMILY DENTAL

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## **BY APPOINTMENT ONLY**

Sequoia Family Dental sees patients by appointment only. We make every effort to provide prompt care to all of our patients. If you arrive in our office as a walk-in, please understand that you may be asked to schedule an appointment for a different time.

It is your responsibility to know when your next appointment is scheduled. You may request a reminder call as a courtesy; however, the responsibility of remembering your appointment is still yours regardless of whether or not we are able to reach you by phone.

## **LATE ARRIVALS**

We make every effort to maintain appointment time commitments and we request that you extend the same courtesy to us. If you are running late, please call our office to reschedule. We understand that special circumstances can arise, which may cause you to run a few minutes behind. On occasion we are able to work-in late arrivals into the schedule; however, this is at the discretion of our front office staff. If you are more than 15 minutes late for an appointment, to help avoid delays in treatment and extensive waiting times, we may ask you to reschedule.

The staff at Sequoia Family Dental respects your time and we ask for the same courtesy. Missed appointments (no shows) affect our ability to provide timely attention to our patients. When a patient does not show up for their appointment, another patient loses an opportunity to be seen. If you are unable to make your appointment, we respectfully ask that you notify our office at least 24 hours in advance. This may be done with a phone call, voicemail, email, or text message. Failure to cancel an appointment that you do not attend will be considered a missed appointment or no show.

## **Protocol for No Shows:**

If you fail to attend your appointment, or cancel within the 24 hour window, you will be charged a \$50 no show fee. The first no show fee may be waived based on the review of your individual situation. Repeated cancellations and no shows could result in a discharge from our office. You are directly responsible for payment of the no show fee on or before your next appointment. The no show fee cannot be billed to your insurance company.

**If you no show your initial visit (first appointment) and fail to contact our office,  
no further appointments will be scheduled.**

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Patient or Guardian Signature

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Date