

# Patient Dismissal & Cancellation Policy

**Practice Name:** North Carolina Hospital Dentistry

To maintain the highest standard of care and ensure that our specialized clinical suites are utilized effectively, **North Carolina Hospital Dentistry** adheres to a strict attendance policy. Because our appointments often involve specific equipment and staffing preparations, missed time significantly impacts our ability to serve our community.

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## 1. The 72-Hour Cancellation Rule

North Carolina Hospital Dentistry enforces a strict 72-hour notice requirement for all appointment changes.

- **Late Cancellations:** Any appointment cancelled, rescheduled, or "no-showed" with **less than 72 hours' notice** will be documented as a policy violation.
- **No Rescheduling:** There are **no exceptions** to this policy. Appointments cancelled within the 72-hour window **will not be rescheduled**.

**Note:** We recommend confirming your availability before booking, as our schedule is finalized days in advance to accommodate hospital-grade sterilization and staffing protocols.

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## 2. Criteria for Patient Dismissal

A patient-provider relationship is built on mutual respect and cooperation. North Carolina Hospital Dentistry reserves the right to dismiss a patient from the practice for reasons including, but not limited to:

- **Policy Violations:** Failure to adhere to the 72-hour cancellation rule.
  - **Non-Compliance:** Failure to follow pre-operative or post-operative instructions, which compromises clinical outcomes and patient safety.
  - **Disruptive Behavior:** Any display of verbal abuse, physical threats, or inappropriate conduct toward our staff, doctors, or other patients.
  - **Financial Delinquency:** Sustained failure to meet financial obligations or agreed-upon payment plans.
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### **Acknowledgment:**

*By scheduling an appointment with North Carolina Hospital Dentistry, you acknowledge that you have read, understood, and agreed to the terms of this Dismissal and Cancellation Policy.*