



4835 Minnetonka Boulevard
St. Louis Park, MN 55416

(612) 200-8864 | (952) 217-4218
frontlinedental19@gmail.com

Frontline Dental Appointment Policy

At Frontline Dental, we value your time and strive to provide quality care to every patient. Missed or last-minute cancellations prevent us from serving others who need care.

Why This Policy Exists

Your appointment time is reserved just for you. When appointments are missed without notice, that time often goes unused — meaning another patient in need cannot be seen. This policy ensures fair access and helps us maintain quality care for all.

1. Cancellation & Rescheduling

- Please give at least 24 hours' notice to cancel or reschedule.
- Cancellations with less than 24 hours' notice or missed appointments are considered Failed Appointments.

2. What Counts as a Failed Appointment

- No Call / No Show – no contact before your appointment.
- Same-Day Cancellation – cancelling on the day of your appointment.
- non-confirmation – not confirming by 3:00 PM the day before (see below).

3. Consequences

- Two failed appointments in 12 months → placed on Do Not Schedule List until the anniversary of your most recent failed appointment.
- Two Do Not Schedule List placements within 2 years → permanent dismissal as a patient.

4. Confirmation Process

- Confirmation sent 4 days before
- Text reminders sent 2 days before.
- Confirm by text to avoid a call.
- If no reply, we call 2 days before.
- If no confirmation by 3:00 PM the day before, the appointment will be cancelled and marked failed.

5. To Cancel or Reschedule

- Call: 612-200-8864
- Text: 612-225-4752
- Email: info@frontlinedentalmn.com

Acknowledgment

I have read and agree to the terms above.

Printed Name: _____ Signature: _____

Date: _____