

Excellence Dental Appointment Policies

Rescheduling / Cancellations:

We understand that things come up, and you may need to reschedule or cancel your appointment. We kindly request at least 48 hours notice if you need to make a change. This allows us to offer your appointment time to another patient.

If you cancel or reschedule with less than 48 hours' notice, or if you miss your appointment entirely (no-show), the payment you made when booking your appointment will be forfeited. We appreciate your understanding and cooperation in respecting our time and the time of other patients.

To cancel or reschedule your appointment, please call or text us at 715-344-5192. You may also email us at office@excellencedental.net.

Payments:

Payment is required when you schedule an appointment with Dr. Jennings.

- If you reschedule with more than 48 hours' notice: The payment you made to book your original appointment can be transferred to your new appointment.
- If you reschedule or cancel with less than 48 hours' notice or do not show for your appointment: You will lose the payment you made when booking your original appointment, and a new payment will be required to reschedule.

Payments can be made over the phone by credit card, or in person at the office. We accept cash (exact amount please), checks, CareCredit, Lending Club, and all major credit cards.

Arriving Late:

We understand that sometimes you might be late due to unforeseen circumstances. However, to ensure we can provide the best service to all our patients, please arrive on time for your appointment. If you expect to be late, please call us at 715-344-5192 to let us know.

- Arriving more than 10 minutes late: If you are more than 10 minutes late, we may need to reschedule your appointment. This is to ensure we have enough time for your treatment and to avoid delaying other patients.
- Late but Accommodated: If you are late but we can still see you, your treatment may need to be shortened or modified to stay on schedule.

We appreciate your understanding and cooperation.

We want to provide you with the best possible experience at Excellence Dental!