

Jessica Y. Chen, DDS, MS
2070 Lyell Ave., Suite 200
Rochester, NY 14606

Broken Appointment /Late Cancellation Policy

We realize that your time is valuable and we will strive to always run on time so as to minimize waiting. Please realize that our reserved chair time is also valuable to us. If the scheduled person does not appear for an appointment, the time is lost. In addition to the time lost to us, someone who is waiting for an appointment does not have an opportunity to use that time. Therefore, there will be a charge of minimum \$59.00 for each missed appointment.

Missed visits cannot be charged to your insurance. You are fully responsible for the charge. It will automatically be added to your account.

If you find that you must cancel your scheduled appointment please give us 48 hours' notice in advance to avoid the charge. From time to time we will adjust our fees. The fees are subject to change without notice.

If you have any question regarding this policy, please discuss it during your first appointment.