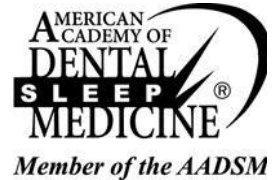




CASTLE HILLS FAMILY DENTAL PC

Rafael L. Mercado, DDS
1931 NW Military Hwy Suite #225
Castle Hills, Texas 78213
(210)732-4570 phone
(210)732-4572 fax
castlehillfamilydental@gmail.com



Appointment Policy

At Castle Hills Family Dental, we value your time and understand that things can change in your schedule. We have created a platform to make it easier than ever to contact us. In order to make this communication convenient for you, please make sure you provide us with your email and cell phone number.

Appointment reminders:

- Email and text messages are sent to you the day you book your reserved appointment. You can add this directly to your phone calendar.
- Text messages are sent the day of your appointment to give you a quick reminder.
- Please make sure you have confirmed your appointment prior to this final text message. **(Read below)**

Confirming your reserved appointment:

- We value your time and have reserved the doctors time to see you. To ensure that you keep this reserved appointment, you need to confirm through email, text message, or phone.
- If you plan to change your reserved appointment time, we require a notice of 2 business days to avoid a \$50 per hour cancellation fee.

If you do not confirm your appointment within 2 business days prior to your appointment, you will lose your reserved appointment time and would have to reschedule.

If you have any questions regarding our appointment policy, please contact us anytime for further explanation.

I have read the above appointment policy in full and agree to the same.

Patient Name (Print)

Signature of Patient/Parent/Guardian

Date