SMILEBOSTON
COSMETIC & IMPLANT DENTISTRY

A NOTE TO OUR PATIENTS

Rescheduling Guidelines

Effective November 1, 2026

Dear Patients,

We know life is unpredictable, and we will always work with you when something unexpected comes up.

Missed appointments and last-minute cancellations have increased. When an appointment is cancelled late, we usually cannot fill it, even when other patients are waiting to be seen. To protect access to care for everyone, the following rescheduling guidelines take effect November 1, 2026.

TO CANCEL OR RESCHEDULE, PLEASE GIVE US

48 hours' notice

As our schedule is often filled months in advance, this gives our team time to offer the appointment to another patient.

HOW TO CANCEL OR RESCHEDULE

Call our office

Monday – Thursday
7:30 am – 4:30 pm

So that we can confirm your change and offer the time to someone else, we require that you speak with a member of our team directly rather than send a text.

617.277.4100

Monday appointments

Call by Thursday
at 12:30 pm

When possible. If an emergency comes up over the weekend, leave us a voicemail at least 48 hours before your appointment. It will count as your notice, and we will call you back to confirm.

MISSED APPOINTMENTS AND CANCELLATIONS WITH LESS THAN 48 HOURS' NOTICE

Hygiene Visits	$130 charge
Periodontal Therapy (SRP) Appointments A $200 deposit is required to schedule and will be applied toward your treatment. It is forfeited if the appointment is missed or cancelled with less than 48 hours' notice.	$200 deposit
Doctor Appointments Appointments with Drs. Spitz and Taylor require preparation, specialized equipment, and reserved time.	$175 charge

Missed appointment and late cancellation charges will be applied to the card on file. If something unexpected happens, please call us as we are always willing to talk it through.

Thank you for your trust and for allowing us to care for you.

Dr. Spitz and Your Smileboston Team