

Here is sample letter that you may send to patients that chronically cancel or no-show.
Please note that this is only a sample. Feel free to modify to fit in with your office.

Chronically Cancel or No-Show Letter "VIP"

Dear _____,

We would like to thank you for being a patient in our practice. We value all of our patients and strive to provide the best dental care possible in the most comfortable setting.

We have noticed that you missed or had to cancel one or more recent appointments. Please understand that when we schedule your appointment, we are reserving time for your particular needs. No-shows and last-minute cancellations make it difficult for us to provide the type of excellent service our patients deserve and expect.

Due to these circumstances, we will be putting you on our "VIP" list. This means that instead of scheduling your next appointment, we will contact you same-day should a change in our schedule create an opening and we are able to provide treatment for you that day.

Thank you very much for your understanding. Please call us at _____ should you have any questions.

Sincerely,