

## **Broken Appointment Policy**

We strive to provide the best care possible, without rushing through treatment. We try our best to stay on schedule to eliminate waiting times as we feel our patients time is valuable. We can only do this if patients respect their appointment time as well. This policy is our attempt to ensure that both you and our other patients receive the dental care that you need.

Broken Appointments: Patients are only allowed TWO broken appointment in a 12 month time period.

- Broken appointments are any time you are scheduled for an appointment and you do not show for that appointment.
- Late cancelations are considered broken appointments. If you need to cancel your appointment, we ask that you give us a 24-hour notice before your appointment time.
- Late arrivals are also considered broken appointments. If you are more than 15 minutes late for your appointment, we reserve the right to reschedule your appointment for a later time.

Appointment Confirmation: It is your responsibility to confirm your appointment. We ask that all patients confirm their appointments when they receive a call, text or email. If we are unable to confirm an appointment despite multiple attempts, your appointment may be offered to one of the many other patients, who are waiting for an opening.

We understand that there are circumstances beyond a patients control. We do not believe in charging a broken appointment fee to our patients but after two missed, canceled or late appointments, we reserve the right to release you as a patient and ask that you seek treatment at another dental office.

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Patient Signature

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## Missed Appointment Agreement

We value you as our patient and need your cooperation with keeping appointments so that we can provide your care. Missing or late canceling an appointment means we are unable to fill this appointment time with another patient who desperately needs care.

Our policy requires:

- Appointment Confirmation: You must confirm your appointment the business day before. It is your responsibility to call, text or email. If you do not call to confirm we will give your appointment away to another patient. This will be considered a missed appointment.

Initials

- Timely Cancellations: If you need to cancel or reschedule your appointment, you must give us at least a 24-hour notice. Cancellations made with less than 24-hours notice will be considered a missed appointment.

Initials

- On Time Arrivals: If you are more than 15 minutes late to your appointment, we will give your appointment away to another patient. This will be considered a missed appointment.

Initials

- Compliance: Patients are only allowed TWO missed appointments in a 12 month period. After the third missed appointment, you will not be scheduled another appointment.

Initials

Your help in keeping your appointments enable us to provide better and timelier care for all our patients.

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Patient or Parent/Guardian Signature

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Date