



APPOINTMENT POLICY

It is our opinion that your time is valuable and it has been our scheduling philosophy that “you deserve our undivided attention”. It is for these reasons that we do NOT double book and we ask that you make a commitment to us to keep your appointments in a timely manner as they are scheduled.

CANCELLATIONS: When we reserve your dental appointment, that time belongs to you. Flat tires, sick children, and family emergencies will and do happen and naturally we understand because it happens to all of us. However, when missed appointments occur, it affects everyone. It results in increased overhead, wasted time and manpower, and eventually higher patient fees. **Failure to cancel/reschedule your appointment within 24 hours of your appointment time will result in a \$30.00 per scheduled hour broken reservation fee.** Please speak with a staff member, as a voicemail or text is not a guarantee that we will receive it in time to notify another patient in need of treatment of an availability in our schedule. This fee will not be billed to insurance and is your responsibility.

CHAIR DEPOSIT: Due to the extensive amount of time our staff and doctor devotes to preparing and reserving uninterrupted time for reservations over 1 HOUR, we require a **deposit of 25% of the treatment fee** to book your reservation.

MISSED/BROKEN APPOINTMENT: If you do miss an appointment and we did not hear from you at least 24 hours in advance, your appointment will be recorded as broken. *Three or more* broken appointments may result in your release as a patient from our practice. We will make every effort to accommodate your schedule to prevent this occurrence.

LATENESS: Appointments are scheduled based on the amount of time needed to perform your specific procedure. In some cases, your tardiness may prevent us from completing the procedure without haste. Because we want to deliver the best, we ask that you be prompt. Certain procedures may need to be rescheduled to another day depending on your arrival time.

CONFIRMATIONS: We do require confirmation of your reserved appointment. If we do not receive a confirmation from you, we cannot guarantee your reservation and may schedule another patient in your place. Please provide several phone numbers and an email address, as well as subscribe to our patient connect portal, as we will attempt to contact you multiple times before cancelling your reservation.

EMERGENCIES: If we are running behind schedule due to a drop-in emergency, we will give immediate notification and make every effort to keep your appointment as scheduled. In the event you find yourself in a dental emergency, we will work you into our schedule as soon as possible to get you out of pain.

I have read and understand the above policy. By signing below, I agree to the terms of this agreement.

Patient (or Responsible Party) Signature

Print Name

Date