



Broken Appointment Policy.

Due to the increasing number of broken appointments at our office, it is necessary to enforce a Broken Appointment Policy effective immediately.

Every effort is made to contact patients at least two days before their appointment to confirm. Please understand that this is a courtesy call. **DO NOT DEPEND ON THIS.** If we are unable to reach you, your appointment card will serve as your confirmation of the appointment and implies your obligation to be present.

We require that you notify us of any cancellation at least 24 hours prior to your office appointment so that we may give your allocated time to another patient in need of dental care. If you arrive more than 15 minutes late for your appointment, you may be asked to reschedule for the next available time.

Failure to provide at least a 24 hour notice for changed appointments will result in a \$29 missed appointment fee being charged to your account, and may result in your dismissal from the practice.

Please understand that when you schedule an appointment we are reserving that time specifically for you, we do not double book our schedule. This cancellation policy is not an attempt to generate revenue from missed appointments, but rather an attempt to encourage patients to keep their scheduled appointment time. With that in mind, 100% of the money generated from this cancellation policy will go back to our community as a charitable donation.

An appointment is considered to be broken if any of the following occur:

- The patient fails to appear for the appointment
- The patient appears more than 15 minutes late for a scheduled appointment
- The patient cancels or reschedules with less than a 24 hour notice.

If you have any questions regarding this policy, please speak with someone from our office prior to treatment.

PATIENT, PARENT OR
GUARDIAN SIGNATURE: _____

DATE: _____