

## **Broken Appointment Policy**

We make every effort to schedule appointments that are the most convenient for you and that fit your personal schedule. Because we do not schedule several patients at the same time, all appointments are reserved exclusively for you. In return, we ask that you make every effort not to change your reserved dental appointment.

At Del Ray Smiles, we consider a broken appointment to be:

- **A cancellation with less than 48 hours notice**
- **When a patient does not show up for their appointment**
- **When a patient shows up 15 minutes past the appointment time**

Because appointments are not double-booked, we require that you provide notice of cancellation at least 48 hours prior to your scheduled appointment time. **For any missed appointment a fee of thirty-five (\$35) dollars will be assessed to your account for every fifteen minutes scheduled.** This fee covers the cost of office overhead during time set aside specifically for you or for your dependent(s).

Patients arriving more than 15 minutes late for an appointment may need to be rescheduled, as there may not be adequate time to complete your procedure(s). Please call ahead if you are running late.

**PLEASE RETAIN THIS STATEMENT FOR FUTURE REFERENCE. IF YOU DO NOT UNDERSTAND THE POLICIES SET FORTH PLEASE ASK FOR AN EXPLANATION. WE WILL BE HAPPY TO DISCUSS YOUR CONCERNS.**