

BROKEN APPOINTMENT POLICY

When a dental appointment is made in our office, a specific time is reserved for the patient to see the dentist or hygienist. The appointment allows the dentist to meet the patient's needs and also schedule other equally important patients. Broken appointments result in a loss of valuable time that could be spent with patients in need of treatment and they are very costly to our office.

We will make every effort to remind patients by telephone, text or email prior to the appointment but please do not depend on this courtesy. We have found that with the recent popular use of answering machines, voice mail, text and emails, some of our patients are not receiving our reminder messages due to the occasional malfunction of these devices. If you use such devices we kindly ask that you return a message to confirm that you received our message. Your appointment time has been reserved especially for you and we strongly encourage all patients to keep their appointments. If you must change your appointment, we require at least 24 hours notice to avoid the broken appointment fee. In addition, because we are not in the position to determine if an excuse is valid or not, no exceptions will be made to this policy. It is the patient's ultimate responsibility to keep their scheduled appointment.

For this reason, if a patient fails to keep an office visit he or she will be charged a fee for a broke appointment of \$60.00.

Thank you for your cooperation. We look forward to seeing you on your next appointment.

Signed: _____ Date: _____