



## **Appointment Guidelines**

In order to keep an efficient schedule, and to assure that our patients are not subject to long delays in the waiting room prior to seeing the doctor, we pre-reserve all our appointment times. When an appointment is cancelled with less than 48 hours notice it leaves a hole in the schedule and it is often not enough time to allow another patient to rearrange their schedule in order to fill the opening. In order to keep the scheduling efficient and convenient for everyone we have the following appointment guidelines:

### **CONFIRMATIONS**

We call to confirm visits 2 days in advance. If we are not able to speak with you personally we will leave a message and expect you to call our office and confirm your appointment. All unconfirmed appointments may be booked-over and/or rescheduled.

### **CANCELLATIONS AND RESCHEDULING**

We are aware that emergencies and unexpected events arise for everyone, and we will be understanding and respectful of such instances. However, to reduce last minute changes in the schedule, we ask that you speak with our scheduling coordinator a minimum of 48 hours prior to your reserved time if your appointment needs to be cancelled or rescheduled.

The following missed appointment protocols apply:

1 MISSED APPOINTMENT: We will reschedule another time for you

2 MISSED APPOINTMENTS: We will reschedule your third appointment with a 50% deposit. The deposit is due prior to scheduling your appointment and will go towards that appointment balance. If you are unable to keep this reserved time, the deposit will be non-refundable.

3 MISSED APPOINTMENTS: We realize that we have a significant difference in philosophy, and recommend that you secure the treatment of another dentist.

There will be a \$50.00 fee assessed to all broken or missed appointments. This fee will need to be paid before any further appointments will be scheduled.

I have read and agree to the guidelines outlined above.

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Signature of Patient (Parent or Guardian if patient is a minor)

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Date