



# A Word About Missed Appointments and Our Method of Scheduling

**Dear Valued Patient:**

**Missed Appointments** – The nature of our practice is to give our patients the utmost in dental care and service in a sterile and professional environment. We make every attempt to see you at your reserved appointment time. However, since we sometimes are faced with emergencies during the day we may run behind schedule. This happens only on occasion so please excuse any delays. We promise to give you the same careful attention and dedicated time.

In fairness to others and to enable us to efficiently plan the day's schedule, it is necessary that you give us sufficient prior notification if you need to reschedule your dedicated appointment time. In light of this, we have established the following protocol:

## PLEASE NOTE

There will be a charge added to your account for any missed or cancelled appointments unless we have been provided 48-business hours prior notification. This charge will vary depending on the amount of time set aside for your particular appointment(s). The minimum charge would be \$50, and additional charges are based on the specific time reserved. If you need to reschedule your appointment, please call our office during regular business hours.

We do reserve the right to reschedule your appointment without notice if you are more than 15-minutes late.

We appreciate your understanding and assistance in helping our office to run as smoothly and efficiently as possible for all patients, and by arriving for your dedicated appointment on time.

**Scheduling** – I consent to the dental practice using my cell phone number to both call and/or text regarding my appointments and to call regarding treatment, insurance, and my account status. I understand that I may withdraw my consent at any time. My cell phone number is: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_.

Patient's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Your signature affirms that you have read and fully understand the above protocol.*