

Appointment Policy

Your dental providers want to make sure that you and other area residents have access to high-quality dental care when you need it. To ensure maximum access to dental services for all of our patients, please be aware of the following Appointment Policy:

Scheduled Appointments: Although we will make every effort to remind you of your upcoming dental appointment by phone or by mail, you are ultimately responsible for remembering your appointment date and time.

Confirming Appointments: We will call you at the number(s) you have provided us at least one day before your scheduled appointment to confirm that you still plan to keep the appointment. If you do not have a working phone or your phone number has changed you should contact us to confirm your appointment.

Canceling Appointments: If you cannot make your scheduled appointment, you must call us at least 24 hours in advance to let us know so that we can offer your appointment to another patient. Failure to provide at least 24 hours' notice counts as a missed appointment.

Late Appointments: If you show up more than 10 minutes late for your scheduled appointment, we will remove your appointment from the schedule and this will be counted as a missed appointment.

Missed Appointments: Because of the critical lack of access to dental services in our area, missed appointments are taken very seriously. If you miss one appointment, you will be documented as having missed an appointment. If you miss three appointments without proper notice within the same calendar year, you will be placed on "no-show status." If you wish to receive further dental care in our clinic, you will be required to call us the day you wish to receive care, and if we have any open appointments, we will be happy to place you in the schedule. If there are no openings that day, you will be advised to call the next day, and so on. Alternatively, we will be happy to place you on our "Quick Call" list, and we will call you when we have an unanticipated opening in the schedule. If you are able to make the appointment that day, we will be happy to provide care. Please understand that if we make a same-day appointment for you and you fail to keep that appointment, you will be discharged from the practice.

Please talk to any of the dental staff if you have questions about our Appointment Policy.

I understand and agree to abide by this No-Show Policy.

Patient Signature

Date

Parent/Guardian Signature (for patients under 18)