

## DENTAL APPOINTMENT POLICY

Scheduled appointments are specifically time managed based on appointment type. We reserve a time slot for the patient with one of our Providers to ensure patient receives the highest level of care. To guarantee maximum access to dental services for all our patients, we ask that you please respect your designated appointment(s) and acknowledge our Dental Appointment Policy.

In the event of running late to a scheduled appointment, please contact the office immediately, providing the office with an estimated time of arrival; this allows the office to adjust the schedule accordingly and update the dental staff. If patient arrives to scheduled appointment 15 minutes **after** their scheduled time, the office will reschedule the appointment.

In the event of needing to reschedule or cancel an appointment, please contact the office as soon as possible, but no later than 24 hours prior to patients scheduled appointment. Appointments are very high in demand and by giving us advance notice, this allows us to offer the time slot to another patient who is in need or requesting an appointment.

We ask all patients to honor their reserved time with our Providers. In doing so, we require the following:

### Tips to Avoid a “No Show” Appointment

- Confirm your appointment
  - Always make sure we have the most up to date contact information.
- Arrive 5-10 minutes early.
- Give us 24-hour notice when needing to cancel/reschedule an appointment.
  - We understand that emergencies do happen. If you experience extenuating circumstances and must miss an appointment without giving us 24-hour notice, please ask to speak to a member of management. You may contact our office 24 hours a day, 7 days a week. If it is outside of business hours, please leave a message.

### Definition of a “No-Show” Appointment

- Does not arrive to the appointment at all
- Cancellation of an appointment with less than 24-hour notice
- Arrives more than 15 minutes late and is consequently unable to be seen

### Consequences of “No Show” Appointment (per 12-month period) & Same Day Policy

- 1<sup>st</sup> missed appointment: reminder about our “No Show” policy.
- 2<sup>nd</sup> missed appointment: policy reminder and warning. Can result in the office unable to reserve specific appointment times for the patient and the patient will be placed on the same day appointment policy.
- 3<sup>rd</sup> missed appointment: office will no longer reserve appointment time(s) for the patient. The patient will be placed on the same day appointment policy.
  - Same Day Appointment Policy: As the parent/guardian, you will need to call the office the day you would like the patient to be seen and ask our availability. If the office has available time slot(s), patient(s) will be scheduled. A maximum of two family members per day will be scheduled under the same day policy.
  - If the patient is placed on the same day policy, an appointment is scheduled, and patient does not show up, the patient/family will be dismissed from the practice.