

# Appointment Policy



Consider your appointment a reservation. Dental Health Associates will work with you to reserve appointment times that are convenient for you. We do not overbook patients therefore it is important that you keep your reservation. We understand that last minute changes in your schedule may be unavoidable and we will try to accommodate those changes if possible. However, when reservations are scheduled our dentist's and/or hygienist's time is reserved for you and is unavailable to other patients who need to schedule an appointment. Broken appointments add to the cost of providing care for all our patients.

We strive to see patients on time for scheduled appointments. However, there are times when our schedule is delayed in order to accommodate an emergency or complication in a scheduled procedure. Please accept our apology should this occur during your appointment.

We attempt to remind patients by phone, email, text messaging prior, and/or postcard of upcoming appointments, but please do not depend on this courtesy. If we are unable to reach you, your appointment card will serve as confirmation of your reservation and implies your obligation to be present. Your acceptance of a scheduled appointment serves as a contract for services with Dental Health Associates. When a reservation is scheduled, we ensure that our professional staff is reserved and an operator is prepared for your specific appointment requirements. We reserve the right to charge for office visits canceled or broken without 24 hours advanced notice. This notification is imperative to allow us time to schedule another reservation during this time slot. Our standard office policy regarding broken appointments follows:

## **First Visit**

Please arrive 15 minutes before your reservation time. This will allow time for parking, to complete any additional paperwork, present your insurance card and be seen on time. Children under the age of 18: a parent or legal guardian (with official documentation) must be present in the office during the initial examination and/or restorative appointments. If you wish to appoint someone to bring your child/children for appointments after the initial appointment we will provide you with documentation to do so. This documentation must be completed prior to future visits.

## **Broken appointments:**

Notations will be placed in the patient's record to indicate that an appointment has been broken. The patient may be charged a broken appointment fee of \$25 after the first broken appointment and \$50 for a second broken appointment. Exception would be if patient is scheduled for a lengthy appointment in which a deposit was collected then the deposit would apply to the broken appointment.

## **Patients with a pattern of broken appointments or who miss their first appointment:**

When patients exhibit a pattern of appointment abuse by failing to show for multiple appointments or missing their first appointment, the patients record will be flagged, and the patient will be charged a missed appointment fee. If the patient's insurance prohibits charging for missed appointments or the patient does not wish to pay the missed appointment fee, our office reserves the right not to schedule any subsequent appointments and patient will be dismissed from the practice. Dental Health Associates will provide dental care for patients of record in emergency cases for 30 days from dismissal.

## **Late Arrivals**

If you arrive more than 10 minutes late for your reservation, you may be asked to reschedule for the next available reservation time as there may not be adequate time to complete your procedure(s). Again, please call at least 24 hours in advance if a cancellation is unavoidable.

Any questions about this policy should be addressed to our office manager. Thank you for your cooperation.

I HAVE READ, UNDERSTAND, AND AGREE TO ABIDE BY THE PRACTICE'S APPOINTMENT POLICY.