



Our Broken Appointment Policy

Due to the significant increase in the amount of last minute cancellations and broken appointments, we have had to update our broken appointment policy.

A “broken appointment” is defined as any appointment you have scheduled in advance and:

- fail to show up without letting us know
- notify us you can not make it to the appointment with less than 24 hours notice

We define 24 hours notice as business hours only. Our business hours are Monday – Thursday, 7:30am-4:30pm and Friday 8:00am – 2:00pm. For example, if you schedule an appointment at 7:30am on a Monday morning, you need to let us know by 4:30pm on the Thursday before because the office does not open until 8:00am on Fridays. We suggest that you avoid scheduling on Monday mornings if you feel like this could be an issue.

Each patient is allowed one (1) broken appointment per year (12 months between each one), the second broken appointment within a 12 month period will result in

- a \$45 charge (hygiene appointment)
- a \$45-\$100 charge (having dental work done)

The charge varies based on the amount of chair time we reserved for you.

We understand that emergencies do happen, but we want to encourage you to make your dental appointments a priority. In the past we have been lenient with all of our patients on this matter but the amount of last-minute cancellations we have experienced in the past 6 months has been astounding. We feel like many of these patients are taking advantage of our previous leniency and we need to make a change to prevent it from happening so much. Please understand that we feel like this is the only way to make patients understand how valuable their appointment time is.

Helpful Tips:

- We encourage you to put your appointments in your phone calendar as soon as you make them.
- We encourage you to make it a priority by turning down other plans offered if you have already booked an appointment with us.
- We encourage you to take advantage of the text reminder messages (and respond to them when directed to). You will get a reminder 3-4 days before your

appointment, which leaves you ample time to call us if you have a conflict. The message the day before the appointment is simply a re-reminder of your appointment and time.

- We ask that you do confirm the appointment on that text if you failed to on the first message.

We are not responsible if you change your phone number and do not notify us. You are responsible for keeping up with your appointments. Our reminders are a courtesy. We will never book an appointment for you, you must agree to the appointment time. You may leave a message with the answering service but the 24 hour rule still applies. The answering service will record the time of your call.

If you have any questions about this policy, please let us know.