

BROKEN APPOINTMENT POLICY

When a dental appointment is made in our office, a specific time is reserved for the patient to see the dentist or hygienist. The appointment allows the dentist to meet the patient's needs and schedule other equally important patients. When a patient does not show up for their appointment or cancels too close to their scheduled time, we are unable to fill this appointment time with another patient who desperately needs dental care. This policy is our attempt to ensure that both you and our other patients receive the dental care that you need.

For this reason, if a patient fails to keep an office visit, they **will be charged a fee** for a broken appointment of **\$75.00**.

Thank you for your cooperation and understanding!

Broken Appointments:

- Broken appointments are any time you are scheduled for an appointment, and you do not show for that appointment.
- Late cancelations are considered broken appointments. If you need to cancel your appointment, we ask that you please call us at least 24 hours before your appointment time.
- Late arrivals are also considered broken appointments. If you do not arrive 10 minutes after the start time of your appointment, it will be considered a broken appointment.

Appointment Confirmation:

1. *First Appointment Confirmation:* Three weeks before your appointment, you will receive a text message or email asking you to confirm that you plan on attending your upcoming visit.
 - A. To confirm, **you must respond** to the prompt in either the text message or email.
 - i. By text, simply reply with the letter C.
 - ii. Via email, click on the Confirm button and your appointment is saved.
 - B. On the day of your confirmed appointment, you will receive an appointment reminder* 2 hours before the appointment time.
2. *Second Appointment Confirmation:* If you fail to respond to the first text message or email, you will receive a second appointment confirmation 2 to 4 days before the appointment.
 - A. To confirm, see steps above.
 - B. If confirmed, you will receive a friendly reminder on the day of your appointment 2 hours before the appointment time.