



BROKEN APPOINTMENT POLICY

We would like to thank you for choosing to be a patient in our office. We value all of our patients and strive to provide the best dental care possible in the most comfortable setting. We know your time is valuable and we aim to honor your appointment time; 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 and know we will do our best to notify you of any delays in your treatment time.

We realize that illness, emergencies, and changes in work or school schedules occasionally occur. We kindly ask that if you must change an appointment, please give us at least 24 hours' notice. This courtesy makes it possible to give your reserved time to another patient who needs it.

It is our policy to obtain a \$50 deposit when rescheduling a broken appointment. A broken appointment is when you cancel or reschedule an appointment with less than 24 hour notice or do not show up for the scheduled appointment. Repeated broken appointments could result in the refusal of any further appointments with our office.

Our office does ask patients to confirm their appointments. We have many different ways that your appointment can be confirmed, including phone calls, emails, and text. Please let us know your preferred method of communication with us.

Thank you very much for your cooperation and understanding. We appreciate your mutual respect of everyone's time. Your dental health is very important and we take our job of helping you keep your teeth for a lifetime very seriously.