

### **Broken Appointment Policy**

St. Mary's Dental knows your time is valuable, and we respect that! In fact, we make it a point to schedule all of our patients with this in mind. We strive to seat all of our patients on time. In an effort to provide timely service to our patients, we never over-book our schedule like so many other health care facilities. This makes our time very valuable to us as well. Therefore, in an effort to avoid broken appointments and late patient arrivals, our policy is as follows:

1. All Cancellations or rescheduled appointments must be arranged 48 hours prior to the appointment time.
2. Patients arriving more than ten minutes late may be rescheduled at St. Mary's Dental's discretion.
3. Patients who....
  - ❖ Are late,
  - ❖ Don't show up for their appointment, or
  - ❖ Reschedule without the required 48 hours notice

...will be required to supply us with a credit card to secure their rescheduled appointment. St. Mary's Dental will not place any charges on the credit card, so long as the rescheduled appointment is honored or rescheduled within the required 48 hours prior to the new appointment day. Should the next appointment be broken without following the above guidelines, St. Mary's Dental reserves the right to charge a \$40 missed appointment fee to the patient's credit card.

To avoid raising our dental fees and allow for all of our patients to reserve appointment times when desired, we find it necessary to implement this policy.

Thank you for understanding and respecting our time policy. If you have any questions or concerns regarding our Broken Appointment Policy, please talk with our business manager, Victoria Cisco.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_