

BROKEN APPOINTMENT POLICY

In our continuing efforts to provide quality dental services in a timely and affordable manner, we are finding it necessary to have a broken appointment policy. By instituting this policy we will avoid overbooking our schedule to accommodate the amount of patients who fail or cancel their appointments at the last minute. This change in policy should reduce long waits in the office.

Confirming appointments is done as a courtesy to our patients and we will try to make every effort to contact each patient the day before a scheduled appointment.

An appointment is considered broken for one or more of the following reasons:

- 1) Failure to show up for a scheduled appointment.
- 2) Canceling an appointment without giving at least 24 hours' notice.
- 3) Showing up more than 15 minutes late for an appointment*.

*Patients who show a pattern of being 5-10 minutes late, more than twice, may have their appointment considered broken.

The broken appointment fee is \$50 per patient. Managed care plans, such as Delta Care, United, Cigna, and Smart Smile, have their own broken appointment fees (which are set by their insurance). The receptionist will let you know the exact amount on a plan-by-plan basis. The broken appointment fee must be paid in cash before we will re-appoint you.

By signing this agreement, I understand the policy as defined above and agree to abide by it.

Patient Signature _____ Date _____
(If patient is a minor, Guardian must sign)

Broken Appointment Fee as set by insurance (If applicable) \$ _____