

# BROKEN APPOINTMENT INFORMATION SHEET

**A Broken Appointment is any scheduled appointment that is missed, cancelled, or rescheduled with less than a 48-hour notice to our office.**

Our goal is to provide quality, affordable dental care in a *timely* manner. When we schedule an appointment for you, we reserve that time especially for you. Late arrivals, missed appointments and last minute cancellations make it difficult for us to offer your dental appointments to another patient in need of care and increases wait times for everyone.

*We ask for your cooperation with the following:*

**Timely Cancellations:** If you need to cancel or reschedule your appointment, please give us at least 48-hour notice.

**Arrive On Time:** If you are late to your appointment, we may no longer have time to treat you that day. There is no grace period. You are welcome to have a seat in our waiting area to see if there are other cancellations that open up our schedule; otherwise we can reschedule your appointment for another day. Please note that this will be considered a *broken appointment*.

**Compliance:** After three (3) broken appointments in a six (6) month period, you (or your child) will be placed on the “Same/Next-Day Scheduling” list and you will need to call the office when you are available for a same day or next day appointment. If there is an opening available, we will put you in that day. If there are no openings in the schedule, you will need to call back when you are next available. You will not be able to schedule appointments more than one day in advance. This policy will last for a period of twelve (12) months.

**Evening Appointments:** Our evening appointments are very limited and in high demand. For evening appointments, you are only afforded one (1) broken appointment, after which you will not be eligible to schedule during evening hours for a period of six (6) months. If you miss three (3) appointments total, whether they are daytime or evening appointments, you (or your child) will be placed on the “Same/Next-Day Scheduling” list detailed above.

**Even if you have broken too many appointments and are placed on the “Same-Day Scheduling” list, we will continue to see you for true dental emergencies during Urgent Care hours as needed.**