

## BROKEN APPOINTMENT POLICY

EFFECTIVE JULY 2024

We understand that emergencies happen, and unforeseen circumstances arise. However, we have more patients who need dental care than we have room in our daily schedule to provide. When a patient does not show up for their appointment or cancels less than 24 hours before the appointment, we are unable to fill this appointment time with another patient who also needs dental care. This POLICY is our attempt to ensure both you and our other patients receive the dental care you need in a timely manner.

### **BROKEN APPOINTMENTS:**

- Anytime you are scheduled for an appointment and do not show up for that appointment
- Less than 24-hour cancelation is considered a broken appointment
- Late arrivals 10 minutes after the start of your appointment is considered a broken appointment

**A broken appointment fee of \$50.00 will automatically be applied to your account.**

If for any reason a patient misses or cancels 2 appointments with less than a 24-hour notice, they will not be scheduled for another appointment. These patients are still welcome to receive dental treatment from Elmore Family Dentistry. Patients who have 2 broken appointments will be considered “same day only” patients. You can call us in the morning for a “same day only” appointment. We always do our best to accommodate your schedule but understand there is no guarantee that you will receive a same day appointment.

Patient Name \_\_\_\_\_

Date \_\_\_\_\_

Patient Signature \_\_\_\_\_

Witness Initials \_\_\_\_\_