



## **Appointment Guidelines**

Our goal is to provide quality dental care in a timely manner. Missed appointments, late cancellations, and late arrivals impede our ability to provide such care. Our office appointment guidelines are to ensure we can provide our patients with the best experience possible and enables us to better provide care to those in need.

**Cancellation of an Appointment:** We require a **minimum of 24hrs in advance** for all cancelled appointments. Please call, email, or respond to your text reminder that you will not be able to come to your appointment. If you cannot reach our receptionist by phone, please leave a detailed message and she will return your call to reschedule your appointment.

**Missed Appointments:** Failing to make a scheduled appointment without calling is considered a **"Broken Appointment" or a "No Show"** and will be recorded in your medical record as such. ***We reserve the right to dismiss you from our practice for 3 recurring "Broken Appointments."*** A cancelled appointment with 24 hrs notice does not count as a missed appointment.

**Late Arrivals:** In order to provide quality dental care in a timely manner, **arriving more than 15 minutes after your scheduled appointment will result in a "Broken Appointment"** and your appointment will have to be rescheduled for another date. ***We reserve the right to dismiss you from our practice for recurring "Broken Appointments."***

**Account Balances:** We reserve the right to deny services for any patients with unpaid balances. To resume appointments, a payment plan with monthly payments will need to be established with the Business Office. ***\*New charges will not be applied to your payment plan.***

I have read and understand the Appointment Guidelines for Summit Dental

Name: \_\_\_\_\_

Date: \_\_\_\_\_