

SAN DIMAS FAMILY & SEDATION DENTISTRY
BROKEN APPOINTMENT POLICY

We understand that illness, emergencies, flat tires, and bad weather do occur. We ask our patients to give us 48 hours' notice, whenever possible, if they cannot keep an appointment. This allows us time to fill our schedule with other patients who may be waiting.

- We allow for one (1) broken appointment within a 12-month period
- Any additional broken appointments within a 12-month period will be a fee of \$40.00.

Definition of "Broken Appointment": A broken appointment is when you:

- Cancel or reschedule an appointment with less than 24-hour notice
- Do not show up for your scheduled appointment
- Show up more than 15 minutes late to your scheduled appointment

Our number one concern is our patient's dental health. Providing services in a timely manner is critical to accomplish that goal. Our other goal is to keep the cost of dental services as economical as possible. The appointment you schedule for treatment is reserved for you and your treatment only. When you fail to keep your appointment without providing us adequate notice, this adds to the overall cost of care, as trained professionals and dental facilities are not being utilized.

We appreciate your understanding and consideration regarding our appointment policy and if you have any questions or concerns, never hesitate to ask us.

Thank you for your understanding and cooperation.

PATIENT ACKNOWLEDGEMENT

PATIENT NAME: _____

Signature: _____ Date: _____