

## **Cancellation/Broken Appointment and 48 Hour Confirmation Policy**

We understand that emergencies do occur such as illness, bad weather and will consider rescheduling a missed appointment on a case by case basis. Unfortunately, after the **second** occurrence without this notice, any appointment time reserved will need to be prepaid. Families, who have scheduled together on a given day and missed their appointment, will not be allowed to schedule together on the same day again. We ask our patients to give us 48 hours' notice whenever possible, if they cannot keep an appointment. This allows us time to fill the schedule with other patients who may be waiting.

### **Policy and Fees:**

Cancellation or rescheduling of an appointment within **48 hours or more** notification-**No Charge**

Cancellation or rescheduling of an appointment **less than 48 hours and up to 24 hours** may or may not be considered a broken appointment; it will be at our discretion.

### **Failure to give 24 hour advance notice:**

- 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 \$50.00.

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 the scheduled appointment

**We understand that your time is very valuable and we do everything we can to contact you to confirm your appointments. Please make sure we have your current cell phone, email and alternate phone numbers on file to ensure you receive your reminders. We require confirmation of appointments by either calling, texting or emailing a reply. If you have not replied to one of our attempts for confirmation of your appointment, we will have no choice but to remove your appointment from our schedule and give the appointment to another patient.**

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  
Sunny Dental Care

Patient Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Patient: \_\_\_\_\_ Date: \_\_\_\_\_