



APPOINTMENT POLICY

Tooth Tales will work with you to schedule appointment times that are convenient for you. We do not overbook patients in anticipation of no-shows or last minute cancellations therefore it is important that you keep scheduled appointments. We understand that last minute changes in your schedule may be unavoidable and we will try to accommodate those changes if possible. However, when appointments are scheduled our dentist's time is reserved for you and is unavailable to other patients who need to schedule an appointment. Broken appointments add to the cost of providing care for all our patients.

We strive to see patients on time for scheduled appointments; however there are times when our schedule is delayed in order to accommodate an emergency or complication in a scheduled procedure. Please accept our apology should this occur during your appointment.

We attempt to remind patients by telephone, email, text messaging prior, and/or postcard of upcoming appointments, but **please do not depend on this courtesy**. If we are unable to reach you, your appointment card will serve as confirmation of your appointment and implies your obligation to be present. Your acceptance of a scheduled appointment serves as a contract for services with Tooth Tales. When an appointment is scheduled, we ensure that our professional staff is reserved and an operator is prepared for your specific appointment requirements. We reserve the right to charge for office visits canceled or broken without 24 hours advance notice for preventive appointments (cleanings) or 48 hours notice for restorative appointments (fillings, extractions, etc.). 72 hours notice for sedation appointments and/or hospital cases). This notification is imperative to allow us time to schedule another appointment during this time slot. Our standard office policy regarding broken appointments is as follows:

- 1st missed appointment: If an appointment is missed or canceled within the 24 hour window, a letter will be sent to your home reminding you of our policy and the effects of your missed appointment. We also reserve the right to charge you up to \$20 for each half hour of appointment time scheduled. For Sedation/Hospital appointments is a charge of \$200.00.
- 2nd missed appointment: After your second missed appointment, another letter will be sent to your home notifying you of a change in status of your account. In order for you to schedule a future appointment with our doctors, a deposit must be made. The deposit is 50% of the cost of that appointments treatment or \$50 whichever is greater for appointments and 50% of the cost for a sedation. Upon arrival, this fee is credited toward the cost of the patient's treatment. If the patient does not show up to the appointment the deposit is non-refundable. If you choose to not pay the deposit you have the option of being placed on a short notice list and will be notified of last minute scheduling opportunities.

For all hygiene / preventative appointments after 2nd missed appointment, to schedule another hygiene appointment it will be scheduled 4-6 weeks from the missed appointment. We will be placed on a short call list and be notified when there is a cancellation or opening in the schedule. We understand that true emergencies happen. If this is the case, please provide us with a doctor's note or other adequate proof and the missed appointment will be removed from your account record..

Late arrival: When we reserve time for you, we require all of that time to provide you with the best quality work possible. When you are late it decreases our ability to accomplish this. If you arrive more than 15 minutes late, your appointment may be rescheduled in order to meet the needs of those who are on time for their pre-reserved visit. If this happens it will be considered a missed appointment.

I have read the policy above. I understand and agree to abide by the listed terms

Parent/Guardian Signature

Date.