



Broken Appointment Policy

Dr. Richardson's dental office has found it necessary to implement and enforce a broken appointment policy due to the ongoing issue of patients canceling without giving adequate notice for our staff to fill the appointment. This is a standard policy in most other dental offices.

An appointment in our schedule is a bond of trust that we will be here to serve you and you will be present for treatment. When an appointment is scheduled at our office, the time of our entire team is reserved so that we can give individual attention to your dental needs. We consider it a confirmation and a commitment that the appointment time will work with your schedule, and if not, we appreciate and anticipate that you will contact us as soon as possible so that we have enough time to offer the appointment to another patient needing dental care. Each time there is a cancellation or broken appointment that is time lost forever that could have been used to serve another patient needing treatment.

We have always strived to be understanding regarding schedule changes. We do understand that illness and emergencies occur, and we will continue to accommodate for those rare instances. We can, however, no longer tolerate cancellations or broken appointments without sufficient notice for reasons other than an emergency, as it not only wastes the time of our entire staff, but also is disrespectful of our other patients' needs.

The following broken appointment policy will be enforced, effective August 1, 2012:

- At least 24 hours' notice is kindly required for all appointment cancellations.
- An appointment is considered broken if the patient does not give 24 hours' notice when canceling, does not show up for the appointment, or does not arrive within 15 minutes of the appointment time.
- If an appointment is broken, the patient may be subject to a charge of \$25 for each half hour of scheduled appointment time.

The following steps will be taken when appointments are broken:

1. The first appointment that is canceled without 24 hours' notice or broken will be rescheduled with no charge.
2. If an appointment is canceled without 24 hours' notice or broken a second time, there will be a \$25 charge for each half hour of appointment time reserved. This charge must be paid before another appointment can be scheduled.
3. If an appointment is canceled without 24 hours' notice or broken a third time, a pre-payment with a credit card in full will be required to reserve the next appointment. (a non-refundable reservation fee, which will pay for the appointment, or forfeited if appointment is broken again)
4. If more than three appointments are canceled without 24 hours' notice or broken in a one-year period, we reserve the right to send the patient a dismissal letter.

We appreciate your understanding that we must have mutual respect for each other's time. Our dental team makes every effort to be on time, and we kindly ask you to extend the same courtesy.

I have read, and agree to the terms of the Broken Appointment Policy for the office of Dr. Steve Richardson.

Signature

Date