Effective: September 2015

# APPOINTMENT POLICY

The primary goal at Hockessin Dental is to provide excellent care in a timely manner. In order to reach those goals we have implemented an appointment policy that is both fair and respectful to all of our patients as well as our staff.

A specific amount of time is reserved especially for you, and we strongly encourage all patients to keep their appointments. We understand that life is busy, and things sometimes come up suddenly, all we ask is for common courtesy. We require **24 hours** notice if you need to reschedule your appointment. Evening appointments (later than 3pm) and treatment appointments for 2 hours or longer require **48 hours** notice if you need to reschedule. **If you know in advance that you cannot make your appointment while our office is closed you may call and leave a message, email or text us.**

Confirmation of appointments is a courtesy to our patients and allows both the patient and staff to address concerns the patient may have before the scheduled appointment time. We attempt to confirm all appointments 24 hours in advance during weekdays and on Thursdays for Monday appointments. **We ask that if you need to cancel an appointment for Monday that you notify the office by 3:00 pm on Thursday afternoon, otherwise you may be charged a cancellation fee.**

We understand that on occasion a situation may arise which causes you to be late. We will make all efforts towards completing your appointment on that same day if it does not complicate other scheduled patients and their appointments. If you arrive later than is feasible to complete your appointment, you will be rescheduled and it is considered a cancellation of less than 24 hours notice.

A minimum charge of $50 will be applied for appointments cancelled in less than 24 hours or failed appointments.

If you fail two appointments you may be required to pay a deposit to hold an appointment. You may also forfeit the ability to hold a future appointment in some cases and would be limited to our short call list. If you fail three appointments with less than 24 hours notice, you may be subjected to dismissal from the practice.

I have read and understand the appointment policy and realize that it is my responsibility to keep my appointments and arrive on time.

X_____ Date _____