**Appointment Policy**

Confirming Appointments:

Good morning/afternoon. This is (name) the receptionist calling from Dr Shacket’s office. I’m calling to confirm your scheduled appointment for tomorrow at XX:xx AM/PM at our Scottsdale/Gilbert/Phoenix office. Our address is: 8752 E Via De Commercio, Ste 2/610 N Gilbert Rd., Ste 309/3543 N 7th St.

Please call our office to confirm your appointment by 5PM today, at 602.920.1023. If we do not hear from you before 9AM on the day of your appointment, your appointment may be subject to cancellation. Again our phone number is 602.920.1023.

Thank you and have a wonderful day.

Missed or Cancelled Multiple Appointments:

* Our policy is not to wait for this patient to come into the office.
* Schedule patient at end of day, tell him/her we might be running early or late
* Patient must answer or check messages on his mobile phone, just in case we need him/her to come in sooner.
* Tell patient that he should call us to confirm his appointment one hour before his scheduled time to confirm that: 1) he is coming, and 2) to see if we are running late.