



# McLeansville

## Family and Cosmetic Dentistry

### APPOINTMENT AGREEMENT

At McLeansville Family & Cosmetic Dentistry, we understand that your time is very valuable. We are constantly striving to ensure that your experience here with us is pleasant and exceeds your expectations. Trying to accommodate every patient's individual needs coupled with everyone's work schedules can be challenging. We make every effort to stay on time and be efficient so that our patients will not have to wait unnecessarily or experience delays. Your appointment with us is a commitment of time between you and our office. We ask that you make every effort to keep that commitment. This time is set aside specifically for you.

As a courtesy to our patients, we offer appointment reminder notifications at various intervals prior to each appointment. Patients will receive a text, e-mail, and/or phone call notification as follows: the day the appointment is scheduled; then two (2) weeks prior to the appointment; then three (3) days prior to the appointment; lastly a few hours before the scheduled appointment. Please respond to this message "confirming" the appointment and notifying us that you will be present and on time. We make every effort to confirm our appointments. If you have not confirmed your appointment with us more than twenty-four (24) hours prior to the scheduled reservation, your appointment may be filled by another patient. Therefore, it is essential that we obtain all pertinent contact information and that we communicate with one another prior to the appointment.

If you have confirmed or not confirmed your appointment and find that you cannot keep your appointment, we require a **minimum notice of twenty-four (24) hours** so we are able to assist other patients with their dental needs. If our office is not notified prior to the twenty-four (24) hour window preceding the appointment, you will be charged a **Fifty Dollar (\$50.00) Broken Appointment Fee.** Appointments are scheduled as individuals. Therefore, if more than one (1) family member has a broken appointment (whether on the same day or not), these occurrences will be treated as multiple broken appointments and will incur separate "Broken Appointment Fees."

After the first broken appointment, patients with high production appointments (defined as appointments with a projected treatment value of one thousand dollars (\$1,000.00) or more and/or are reserved for one (1) hour or more in total time reserved) will be subject to paying twenty-five percent (25%) of the estimated patient portion up front in order to reserve the appointment. This pre-payment will be held by the practice on the patient's account and applied to the balance owed once treatment is completed.

**Also, if any patient accrues more than two (2) broken appointments in a twelve (12) month period, McLeansville Family & Cosmetic Dentistry reserves the right to release that patient from care and be dismissed from the practice.**

Thank you for understanding and respecting the importance of this policy.

***By signing below, I agree to fulfill my obligation as a patient at McLeansville Family & Cosmetic Dentistry and I agree to the "Broken Appointment Fee" and pre-payment penalties, should I not give proper notification.***

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Signature of Patient or Responsible Party

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Date