

# **Broken Appointment Policy Financial Policy**

## **Broken Appointment Policy**

**Due to the increasing number of broken appointments at our office, it is necessary to enforce a Broken Appointment Policy effective January 1, 2011.**

Every effort is made to contact patients the day before their appointment to confirm. Please understand that this is a courtesy call. **DO NOT DEPEND ON THIS.** If we are unable to reach you, your appointment card will serve as your confirmation of the appointment and implies your obligation to be present.

We require that you notify us of any cancellation at least 24 hours prior to your office appointment so that we may give your allocated time to another patient in need of dental care. If you arrive more than 15 minutes late for your appointment, you may be asked to reschedule for the next available time.

The first incident of a missed appointment without 24 hours notification will be documented and the broken appointment fee will be waived. If, however, a second appointment is missed without 24 hours notification a \$25 fee will be applied to your account. If 3 broken appointments occur, our office reserves the right to review your account and we will decide if any subsequent appointments will be made. The fee must be paid before another appointment is scheduled.

An appointment is considered to be broken if any of the following occur:

1. The patient fails to appear for the appointment
2. The patient appears more than 15 minutes late for a scheduled appointments, or
3. The patient cancels or reschedules with less than 24 hours notice.

## **Financial Policy**

We accept cash, checks, money orders, Care Credit, and all major credit cards.

Although we do accept the assignment of most insurance companies, your insurance is an agreement between you and your insurance company. We will do our best to see that you receive your full benefits. However, we are not responsible for determining what your benefits are.

It is required that you bring your insurance card with you to each appointment.

Payment for dental services is expected and the same time you receive dental care. There is a \$40 fee for any check payment returned for non-payment.