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## BROKEN APPOINTMENT POLICY

Our practice is growing every day. When a patient does not show up for their appointment or cancels too close to their scheduled time, we are unable to fill this appointment time with another patient who needs dental care. This policy is our attempt to ensure that both you – and our other patients – receive the dental care you deserve.

### Broken Appointments:

- A broken appointment is any time you are scheduled for an appointment and you do not show up for that appointment.
- Late cancellations are considered broken appointments. If you need to cancel your appointment, we ask you to please call us at least 24 hours before your scheduled appointment time.
- If you are more than 10 minutes late to your appointment, we will do our best to complete your dental services within the allowed time frame.

Appointment Confirmation: We do our best to confirm your appointment the business day before your scheduled visit. This is a courtesy, and the patient is ultimately responsible for keeping that appointment. If you do not show up for your scheduled appointment, or you cancel less than 24 hours before the start of your appointment, it will be given to another patient. This will be considered a broken appointment and, after the 2<sup>nd</sup> missed appointment, there may be a charge.

If, for any reason, you miss an appointment or cancel late for a second time, you can still receive dental care from our facility; however, you will be on a “same day appointment only” status. You can call us on the morning of your intended visit for a “same day appointment.” We will always do our best to work you into the schedule as long as it does not interfere with the care of our previously scheduled patients. Please understand there is no guarantee that you will receive an appointment on the same day.

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Patient Signature

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Date

Matthew C. Neumann, DDS  
William A Dabbert, DDS