

## PATIENT POLICIES

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#### A. Appointments

1. A responsible adult over 21 years of age must accompany all patients under 18.
2. Appointments can be made over the phone or immediately after seeing the dentist.
3. Parent or adult **must remain** in waiting room while child is being seen, **unless** initial exam or is a special needs patient.
4. Cancelled appointments require at least **24 hours prior notification**. This will allow us time to fill the vacant appointment with another patient.

#### B. Broken Appointments

1. A broken appointment may be recorded when **at least 24 hours** notice has not been given prior to cancellation.
2. If a patient is **more than 10 minutes late** for an appointment, it is considered a broken appointment, and the next scheduled patient will be seen.
3. All patients who fail to keep scheduled dental appointments will be charged a rescheduling fee.
4. Cancellations not made within 24 hours will be considered a failed appointment, and will be charged a rescheduling fee.
5. Excessive cancellations and failed appointments will result in termination of patient care privileges at this office.

#### C. Late Arrival

1. Patients arriving 10 minutes late may have to wait to be seen and may need additional appointments to complete care.
2. Patients arriving 15 minutes or more, may need to be rescheduled.

I have reviewed and understand the above policies.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_  
Date