

# Broken Appointment Policy

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We have more patients who need dental care than we have room in our daily schedule to provide. 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 desperately needs dental care. This policy is our attempt to ensure that both you and our other patients receive the dental care that you need.

Broken Appointments: Patients are only allowed ONE broken appointment in a 12 month time period.

- Broken appointments are any time you are scheduled for an appointment and you do not show for that appointment.
- Late cancelations are considered broken appointments. If you need to cancel your appointment, we ask that you please call us at least 24 hours before your appointment time.
- Late arrivals are also considered broken appointments. If you do not arrive by 10 minutes after the start time of your appointment, it will be given to another patient.

Appointment Confirmation: You must call to confirm your appointment the business day before. Our practice closes at 5:00pm. It is your responsibility to call. If you do not call to confirm at least 24 hours before the start of your appointment, we will give your appointment away to another patient. This will be considered a broken appointment.

If for any reason, a patient misses their appointment or cancels late for a second time within a 12 month period, they will not be *scheduled* another appointment. However, these patients are still welcome to receive their dental care from us. Patients who have broken two appointments with us can either call us in the morning for a “same day appointment,” or they may come to our clinic as a “walk-in patient.” We always do our best to work our walk-in patients into the schedule as long as it does not interfere with the care of previously scheduled patients; but please understand there is no guarantee that you will receive an appointment as a “walk-in.”

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Patient Signature

## ***Clinic Name* Dental Practice Missed Appointment Agreement**

We value you as our patient and need your cooperation with keeping appointments so that we can provide your care. Missing or late canceling an appointment means we are unable to fill this appointment time with another patient who desperately needs care.

Our policy requires:

- Appointment Confirmation: You must call to confirm your appointment the business day before. Our practice closes at 5:00pm. It is your responsibility to call. If you do not call to confirm we will give your appointment away to another patient. This will be considered a missed appointment.

**Initials**

- Timely Cancellations: If you need to cancel or reschedule your appointment, you must give us at least 24 hours' notice. Cancellations made with less than 24 hours' notice will be considered a missed appointment.

**Initials**

- On Time Arrivals: If you are more than 10 minutes late to your appointment, we will give your appointment away to another patient. This will be considered a missed appointment.

**Initials**

- Compliance: Patients are only allowed ONE missed appointment in a 12 month period. After the second missed appointment, you will not be scheduled appointments, but are welcome to use our clinic as a "walk-in" patient.

**Initials**

Many patients use *Name of Clinic* Dental Practice's services. Your help in keeping your appointments enables us to provide better and timelier care for all our patients.

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***Patient or Parent/Guardian Signature***

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***Date***

(First Letter)  
*Clinic Letterhead Here*

Date: \_\_\_\_\_

Dear \_\_\_\_\_

We are sorry you couldn't make it to your dental appointment at *name of clinic* today.

We would like to remind you that we have a very strict "Broken Appointment" policy. Patients are only allowed ONE missed appointment (including cancellations that are made less than 24 hours before an appointment). If for any reason, a patient misses their appointment or cancels late twice in a 12 month period, they will not be scheduled another appointment. We have this policy because 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 *desperately* needs dental care.

If you do "No Show" or "Late Cancel" again in the next 12 months, don't worry too much! Although you will not be given a "scheduled appointment," you are still welcome to receive your dental care with us. Patients who have broken two appointments with us can call for a "same day appointment." These same day appointment slots fill up fast, so you should call first thing in the morning. Another option is that you may come to our clinic as a "walk-in" patient. We always do our best to work our walk-in patients into the schedule as long as it does not interfere with the care of previously scheduled patients. But please keep in mind that there is no guarantee that you will receive an appointment as a "walk-in".

Please understand that we really like having you as a patient, but we need to have this strict policy in order to best provide care to all of our scheduled patients.

If you have any questions or concerns don't hesitate to call us!

Sincerely,

*Dental Director/CEO name*

(Second Letter)  
*Clinic Letterhead Here*

Date: \_\_\_\_\_

Dear \_\_\_\_\_

We are sorry you couldn't make your appointment at *name of dental clinic* today.

If you recall, we have a very strict "Broken Appointment" policy. Patients are allowed only ONE time to miss an appointment or cancel an appointment late (less than 24 hours before their appointment time). If for any reason a patient misses their appointment or cancels their appointment late two times in 12 months, they will not be scheduled another appointment. We have this policy because when a patient does not show up for their appointment or cancels too close to their appointment time, we are unable to fill this slot with another patient who *desperately* needs care.

We noted that you had one "broken appointment" on \_\_\_\_\_. This is your second broken appointment in 12 months. Because of this you may access our services by calling in the morning for a "same day appointment." These same day appointment slots fill up fast, so you should call first thing in the morning. Another option is that you may come to our clinic as a "walk-in" patient. We always do our best to work our walk-in patients into the schedule as long as it does not interfere with the care of previously scheduled patients. However, please understand that there is no guarantee that you will receive an appointment as a "walk-in".

If you have been receiving care by a dental hygienist (the dental clinician who cleans your gums and teeth), we can keep your name on a "Space Available" list if you would like. That means that if we have a last minute opening in a hygiene schedule, we will call you.

Please understand that we really like having you as a patient, but we need to have this strict policy in order to best provide care to all of our scheduled patients.

If you have any questions or concerns don't hesitate to call us!

Sincerely,

*Dental Director/CEO name*