

## POLICY ON BROKEN APPOINTMENTS

### OFFICE OF RYAN SPEIRS, DMD

When an appointment is scheduled, that chair and that time are reserved exclusively for you. Broken and cancelled appointments prevent others from being seen and hinder our efforts to improve the oral health of the patients that this practice serves.

#### POLICY:

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

- 1) the patient fails to show up for the appointment,
- 2) the patient appears more than 15 minutes late for a scheduled appointment, or
- 3) the patient calls to cancel an appointment with too little advance notice to allow that appointment time to be rescheduled with another patient ( 24 hours will be considered to be the minimum time necessary to avoid a broken appointment ).

Patients who wish to cancel dental appointments must do so a minimum of 24 hours in advance of their scheduled appointment. If less notice is given without a valid excuse, the appointment will be considered to have been broken.

Patient Signature\_\_\_\_\_ Date\_\_\_\_\_

#### PROCEDURE:

A patient will be allowed one broken appointments in a 6-month period for whatever reason. If further broken appointments occur, that patient will not be allowed to schedule any further routine appointments. The patient may receive dental treatment, as the practice is able to work them in to available openings in the schedule.

Patient Signature\_\_\_\_\_ Date\_\_\_\_\_



RYAN SPEIRS, DMD