



FORD AVENUE FAMILY
DENTISTRY

BROKEN APPOINTMENT POLICY

FORD AVENUE FAMILY DENTISTRY WOULD LIKE YOU TO UNDERSTAND THAT ANY TIME APPOINTED TO YOU IS RESERVED EXCLUSIVELY FOR YOU. IT IS PART OF OUR MISSION TO PROVIDE OUR CLIENTELE WITH THE HIGHEST QUALITY SERVICE AVAILABLE. FOR THIS REASON, A MINIMUM OF TWO BUSINESS DAYS NOTICE (48 HOURS) IS NECESSARY TO MAKE ANY CHANGES OR CANCELLATIONS TO RESERVED APPOINTMENTS. BY NOT CANCELLING IN A TIMELY MANNER, OUR PRACTICE IS UNABLE TO FILL THOSE APPOINTMENT TIMES WITH OTHER PATIENTS, THEREFORE ULTIMATELY CREATING A LOSS OF REVENUE FOR THE PRACTICE.

IF APPROPRIATE NOTIFICATION IS NOT RECEIVED IN THE MANNER SPECIFIED ABOVE, THEN FORD AVENUE FAMILY DENTISTRY HAS THE RIGHT, DEPENDING ON WHICH AMOUNT IS GREATER, TO EITHER ISSUE THE **BROKEN APPOINTMENT FEE OF \$40.00** OR DENY THE PATIENT THE REFUND OF THEIR APPOINTMENT RESERVATION FEE. PATIENTS THAT WOULD LIKE TO RESCHEDULE THEIR MISSED APPOINTMENT MUST PAY THE BROKEN APPOINTMENT FEE IN FULL BEFORE THE PATIENT WILL BE ALLOWED TO RESCHEDULE. IT IS ALSO THE PATIENT'S OBLIGATION TO REMEMBER THE APPOINTMENT THAT HE/SHE AGREED TO UPON SCHEDULING WITH OUR PRACTICE. THE OFFICE NOT ONLY ENSURES APPOINTMENT CARDS, BUT ALSO MAILES APPOINTMENT REMINDERS AND CONFIRMS APPOINTMENTS TWO DAYS PRIOR TO THE APPOINTMENT. THEREFORE, IT IS ALSO ASKED THAT THE PATIENT INFORM THE OFFICE OF ANY ADDITIONAL CHANGES IN PATIENT INFORMATION SUCH AS ADDRESS, TELEPHONE NUMBERS, EMPLOYMENT, AND INSURANCE STATUS.

FORD AVENUE FAMILY DENTISTRY ALSO RESERVES THE RIGHT TO DENY SERVICE TO PATIENTS THAT CONTINUALLY VIOLATE THE BROKEN APPOINTMENT POLICY. IN ORDER TO ENSURE THAT OUR PATIENTS RECEIVE THE BEST CARE POSSIBLE, IT IS NECESSARY TO ENFORCE THIS POLICY. HOWEVER, FORD AVENUE FAMILY DENTISTRY UNDERSTANDS THAT EMERGENCY SITUATIONS MAY ARISE; THEREFORE THE OFFICE HOLDS THE RIGHT TO MAKE EXPCEPTIONS WHEN DEEMED NECESSARY. EXCEPTIONS ARE DETERMINED ON AN INDIVIDUAL BASIS ACCORDING TO THE CIRCUMSTANCES ONLY.

SIGNATURE

DATE