



# Heritage

Family Dental, P.C.

## Appointment Policy

We understand your time is very important and respect your commitment to continued dental health. Our goal is to schedule your appointments and make each visit with us as convenient, efficient, and timely as possible.

In order for us to better serve you, your personal needs, and the needs of our other patients, we require your acknowledgement and agreement to our “Appointment Policy” as outlined below.

### Scheduling and Reminder Calls

We ask for courtesy to the Doctor and our other patients that you keep your scheduled appointment. It is very important that the date and time you choose is one that you will be able to attend. Your appointment time is set aside especially for you. If you are unable to attend your scheduled appointment, please call us as soon as possible so we can offer that day and time to another patient in need.

We will make a reminder call 24-48 hours in advance to confirm your appointment. If we are unable to speak to someone, we will leave a message for you to call us back. A return phone call at least the day prior to your appointment is required to confirm your scheduled appointment. *If we do not receive a confirmation, we may not be able to see you on the appointed day and time.* Repeated cancellations or missed appointments will result in dismissal from the practice.

### Missed and Late Appointments

Patients that miss their scheduled appointments or arrive more than 15 minutes late will be assessed a \$25 fee to their accounts.

If two missed appointments occur within 30 days of each other, patients will not be allowed to schedule future appointments. Patients may call and be scheduled the same day if the Doctor has availability.

If a third missed appointment occurs, regardless of the time interval between appointments, you will be dismissed from the practice as a patient.

If you are dismissed as a patient, Heritage Family Dental will be limited to providing “EMERGENCY” care for 30 days to allow you ample time to find a new dental home. “EMERGENCY” care is limited to the same day evaluation and treatment of dental pain and/or infection.

We understand unforeseen events can prevent you from being able to provide a 24 hour notice, however a \$25 missed appointment fee will still be assessed to your account.

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Patient (Parent or Legal Guardian) Signature

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Date