



Appointment Cancellation Policy

At Johnson Family Dentistry, we strive to render excellent dental care to you and the rest of our patients. In an attempt to be consistent with this mission we have an **Appointment Cancellation Policy** that allows us to reserve appointments for all patients. When an appointment is scheduled, that time has been reserved for you and when it is missed, that time cannot be used to treat another patient. We understand that emergencies such as illnesses, etc., do occur and we do not wish to penalize patients for unavoidable situations. However, we do want to discourage repeated abuse of our scheduling process which is ultimately unfair to those patients who are diligent about keeping their appointments.

Our policy is as follows:

_____ (initial) We require that you give our office **48 hours'** notice in the event that you need to reschedule or change your reserved appointment. This allows for other patients to be scheduled into that appointment time. If you miss an appointment without contacting our office within the required time, this is considered a broken appointment. A fee of **\$35.00** will be charged to you; this fee cannot be billed to your insurance company and will be your direct responsibility. No future appointments can be scheduled nor can records be transferred without the payment of this fee.

Our **Appointment Confirmation Policy** will ensure that appointments are confirmed and appointments are available for patients waiting to see our wonderful dentist and hygienist.

- After scheduling your appointment, you will receive a text and email to 'Save The Date'. This is just a reminder, not a confirmation request.
- 5 days before your upcoming appointment you will receive a confirmation text and email. This is the best time to confirm. You can simply click "Confirm Appointment" from the email or reply "C" to confirm through the text.
- 3 days before your appointment you will receive a final text message. If you have not confirmed, reply "C" to confirm your appointment.
- Finally, if you have not confirmed, our office will contact you via phone call 48 hours' before your appointment. Please return our call by the end of the business day to confirm your appointment.

_____ (initial) If you do not confirm your appointment. Then your appointment will be considered unconfirmed. All unconfirmed appointments after this time will be made open and available, so we may better serve patients who are waiting to see the dentist and hygienist.

We truly enjoy providing the best dental care possible for our patients and we hope you will understand and respect the need for this policy. If you have any questions regarding this policy, please let our staff know and we will be glad to answer any questions you have.

We thank you for your continued support.

I have read and understand the Appointment Cancellation Policy noted above for Johnson Family Dentistry

Signature of Patient

Date

