

MISSED APPOINTMENT POLICY

Dear Patient:

Hagan Dentistry, P.L.L.C values each and every one of our patients, and we strive to ensure that our office provides high quality dental services at an affordable price. One way we do this is through efficient scheduling. When you book an appointment with us, we reserve a block of time specifically for you and your needs. When appointments are missed or canceled at the last minute, other patients cannot be seen during this time, and we incur costs by having staff here with no work to be done. This, in turn, drives up our total cost of providing dental services.

Because we have reserved a specific time for you, it is important to keep your appointment. We know, however, that emergencies occur, and we try to be understanding when they do. In an effort to be fair to all patients, we find it necessary to reinforce our general policy for missed appointments. A missed appointment is defined as:

- a) The patient did not show up for their appointment or call to cancel it
- or*
- b) The patient canceled the appointment too late to permit us to fill the time that he/she left vacant

Our policy on missed appointments is as follows:

1. First missed appointment with less than 24 hour notice - We will try to assist you in rescheduling your appointment at a time that is least likely to be missed, forgotten, or interrupted.
2. Second missed appointment with less than 24 hour notice – Your oral health is important to us, and we will still try to reschedule you. However, your preferred appointment time of day may not be available and/or it may be several weeks before we are able to get you back on the schedule.
3. Third missed appointment with less than 24 hour notice - No further appointments will be scheduled for you, and you will be dismissed from the practice.

In addition, we may require a non-refundable deposit for certain long procedures that will be forfeited if the appointment is missed.

Our office reserves the right to modify this policy on a case by case basis.

We thank you for your cooperation with our policy. We look forward to continuing to assist you with your oral health needs.

Sincerely,

Andrew Hagan, D.M.D.

Patient Signature of Acknowledgement

Date