

# The Dental Store

## Appointment Policy

**New Patient Appointments:** New patients are expected to arrive at our office at least 15 minutes in advance of their scheduled appointments in order to complete registration, personal health history, payment, and insurance arrangements. New patients will *not* be scheduled as the first or the last appointment of the day due to the added time required completing records. Payment is expected at the initial appointment.

**Emergency Appointments:** Patients, who are in pain, are swollen or whose appearance is compromised will be seen without an appointment at any time, however; we ask that, if possible, we receive a telephone call noting your estimated time of arrival in order for us to accommodate modifications to our existing schedule. Patients arriving at the office without prior notice will have to wait for us to accommodate your needs. Payment is expected at every emergency appointment.

**Regularly Scheduled Appointments:** Patients are expected to arrive at the office at or before the time of their scheduled appointment. As a courtesy, our office will make every attempt to call and confirm your appointment one or two days in advance, however; it is the responsibility of every patient to make note of their appointment. If changes in your health history, personal information or insurance information are required, we ask patients to arrive at the office at least 15 minutes prior to your scheduled appointment. Patients must understand that on occasion the dentist or hygienist may be running late due to unexpected complications of scheduled treatment or unscheduled emergency appointments which are given top priority at The Dental Store.

**Late Arrival for Scheduled Appointments:** Patients who are late for scheduled appointments are expected to call the office so that our schedule can be appropriately adjusted to accommodate our needs and your needs. The office reserves the right to refuse treatment if inadequate time remains to fulfill our planned elective treatment(s). If we elect to see you for a late appointment, your scheduled treatment may be abbreviated.

**Multiple Family Appointments:** We will only schedule a maximum of two (2) family members at any one appointed time with any one dentist or hygienist on any given day. If at any one time a family member fails to keep their scheduled appointment, we will no longer accept multiple family member appointments.

**Failed Appointments:** There will be a charge for patients failing their scheduled appointments. Patients who fail a second appointment *will be charged*, and patients who have a history of failing appointments may no longer be seen at The Dental Store.

**Cancelled Appointments:** There *will be a charge* for patients who cancel an appointment within 48 hours of their scheduled appointment if we are unable to fill the open appointment, unless there are extenuating circumstances. Patients who repeatedly cancel appointments, without just cause, within 48 hours of their scheduled appointments may no longer be seen at The Dental Store.

**Rescheduled Appointments:** The Dental Store may contact patients to reschedule scheduled appointments due to a variety of reasons, but in each case it is in respect to a patient's time. Such reasons may include delayed laboratory deliveries, abundant emergency appointments, unforeseen circumstances, sick employees, etc. We apologize for such events that are simply out of our control and we will make every effort to avoid these occasions.