



BROKEN APPOINTMENT/NO SHOW/LATE TO APPOINTMENT POLICY

Dear Patient/Parent,

Thank you for choosing Wesley Health Centers for your dental health care needs. We are committed to providing the best possible experience for our dental patients and making every effort to accommodate schedules when booking follow up appointments. There are times when demand for our services is greater than our capacity to provide care.

Broken Appointments/No Show: (Please initial each line below)

_____ Patients are only allowed 2 broken appointments in a 6 month time period.

_____ Broken appointments are any time you are scheduled for an appointment and you do not show for that appointment.

_____ Late cancellations are considered broken appointments. If you need to cancel your appointment, we ask that you please call us at least 24 hours before your appointment time. Any cancellations with less than 24 hours' notice will be considered a "Broken Appointment".

_____ Late arrivals are also considered broken appointments. If you do not arrive by 15 minutes after the start time of your appointment, the dental team will make every effort to accommodate you as quickly as possible. However, the planned treatment may be changed. You may be offered a different appointment time in the same day, and the wait time in the clinic may be extended. If you are more than 30 minutes late, your appointment may be rescheduled to a different day.

Appointment Confirmation: Our front office staff will call to confirm your appointment 48 hours in advance. If we cannot contact you, a voice message will be left. If for any reason, a patient misses their appointment or cancels late for a second time within a 6-month period, they will not be scheduled for another appointment, but placed on a waiting list. However, you are still welcome to receive emergency dental care from us. Patients who have 2 broken appointments with us can: 1) call us in the mornings for a "same day appointment" to see if we have an opening, 2) ask to be placed on a "same day call list", or 3) if experiencing a dental emergency such as pain or swelling, ask to be seen as an emergency patient or "walk-in" to the clinic. We always do our best to work our walk-in emergency patients into the schedule.

Many patients use Wesley Health Centers dental services. Your help in keeping your appointments enables us to provide better and timelier care to all of our patients.

Patient or Parent/Guardian Signature

Date