



BROKEN APPOINTMENT POLICY

When an appointment is made for you or your family member at our office, we reserve doctor and staff time, reserve chair space, and prepare instruments and materials specifically to provide your individual treatment at that time. When patients, for any reason, break appointments by not coming or arriving late, these resources are wasted. This is very costly for the office and results in our inability to properly care for you or someone else during this time.

The following are considered broken appointments:

- **Missed appointment:** Failing to show up for your appointment
- **Cancelled appointment:** Any appointment that is cancelled with less than 24hrs notice
- **Excessively late for appointment:** If you arrive late to your appointment and we are unable to complete treatment due to the amount of time your scheduled procedure requires

We understand that, occasionally, patients are unable to make an appointment due to illness or unforeseen circumstances. As a courtesy to you, and because we acknowledge that unforeseen circumstances do happen which sometimes require last-minute cancellations, we will not apply this fee to your first broken appointment. However, should you incur a broken appointment in the future, a **\$50 per scheduled hour fee** will be billed to your account. Broken appointment charges are non-refundable and are not billable to, nor payable by insurance providers.

My signature below verifies that I understand and agree to the office policy for broken appointments including missed, late for, late cancellation of, and late change of appointments. I agree I am responsible for all broken appointment charges applied to my account as a result of the actions described above.

Signature of Patient or Guardian of Minor Patient:

_____ *Date:* _____

Patient Name: _____