



APPOINTMENT POLICY

174 Beech Ave., Denmark SC 29042
Phone (803) 793-3653 Fax: (803) 793-0927
www.denmarkdentistry.com

APPOINTMENT POLICY

Denmark Dentistry will work with you to schedule appointment times that are convenient for you. We do not overbook patients in anticipation of no-shows or last minute cancellations therefore it is important that you keep scheduled appointments. We understand that last minute changes in your schedule may be unavoidable and we will try to accommodate those changes if possible. However, when appointments are scheduled our dentist's and/or hygienist's time is reserved for you and is unavailable to other patients who need to schedule an appointment. Broken appointments add to the cost of providing care for all our patients.

We strive to see patients on time for scheduled appointments; however there are times when our schedule is delayed in order to accommodate an emergency or complication in a scheduled procedure. Please accept our apology should this occur during your appointment.

We attempt to remind patients by telephone, email, text messaging prior, and/or postcard of upcoming appointments, but **please do not depend on this courtesy**. If we are unable to reach you, your appointment card will serve as confirmation of your appointment and implies your obligation to be present. Your acceptance of a scheduled appointment serves as a contract for services with Denmark Dentistry. When an appointment is scheduled, we ensure that our professional staff is reserved and an operatory is prepared for your specific appointment requirements. We reserve the right to charge for office visits canceled or broken without 24 hours advance notice for preventive appointments (cleanings) or 48 hours notice for restorative appointments (fillings, crowns, etc.). This notification is imperative to allow us time to schedule another appointment during this time slot. Our standard office policy regarding broken appointments follows:

Broken appointments: Notations will be placed in the patient's record to indicate that an appointment has been broken. The patient may be charged a broken appointment fee of \$50 after the first broken appointment. A letter will be sent to the patient reminding them of the practice's appointment policy.

Patients with a pattern of broken appointments or who miss their first appointment:

When patients exhibit a pattern of appointment abuse by failing to show for multiple appointments or missing their first appointment, a letter will be sent to the patient advising them that future appointments will not be scheduled without a non-refundable deposit up to the cost of treatment planned. The patient's record will be flagged and the patient will be charged a missed appointment fee. If the patient's insurance prohibits charging for missed appointments or the patient does not wish to pay the missed appointment fee, the patient may not be scheduled for future appointments. Denmark Dentistry will provide dental care, however the patient will be placed on a wait list and will be seen on a space available basis.

Any questions about this policy should be addressed to our office manager or Dr. Hartzog.

Thank you for your cooperation.

I HAVE READ, UNDERSTAND, AND AGREE TO ABIDE BY THE PRACTICE'S APPOINTMENT POLICY.

DATE: _____ SIGNED: _____