

The Apprehensive Patient of Secaucus

Appointment Policy

The Problem . . .

Over the last few months, we have had a unprecedented number of last-minute cancellations and, worst of all, patients simply not showing up for their appointments. We realize that at times we all have to change our schedules, and we are happy to accommodate our patient's needs whenever possible. At the same time, however, we feel that some patients have abused our understanding and patience to the detriment of all of our patients. We are proud that we provide high-quality dentistry at affordable fees however, we can only accomplish this if our patients are here for their appointments. How well would your office or business or company function if, unexpectedly in the middle of the day, your business had to stop and everyone sat down for two or three hours with nothing to do but read the paper? Add to that annoyance that no one will be paid for this inactive time! As with any business we can only provide cost-effective, affordable service if we function efficiently. This loss of valuable would forces us to either overbook our staff based on the expectation that a certain percentage of patients will fail to appear or to raise our fees to cover this nonproductive time. Both of these solutions are distasteful to us and, we expect, to you as well.

At this time we hope that you will help us by keeping your appointment and acknowledge our policy below:

We request 24hr notice for all rescheduled and canceled appointments, although 48hrs is preferred for any Basic or Major restorative treatment.

Cancellations made less than 24hrs prior to the appointment time will be considered broken appointments except for circumstances beyond reasonable control.

Patients who cancel or reschedule without 24hr notice will be subjected to a charge of \$25 per 1/2 hour of their allotted appointment time.

Patients who continuously break appointments will be offered appointments during low demand and/or be required to pay balances prior to the rescheduling of their appointments

WE HAVE NO DESIRE TO BILL OUR PATIENTS FOR MISSED, RESCHEDULED AND SAME DAY CANCELLED APPOINTMENTS. BOTH THE OFFICE AND THE PATIENT SUFFER. PLEASE DO YOU BEST TO MAKE

**APPOINTMENTS OR GIVE ADEQUATE NOTICE IF YOU MUST
RESCHEDULE.**

Thank you in advance for your understanding and cooperation.

Please Print Name

Date

Sign