

## Missed Appointment / Late Arrival Policy

Patients who fail to present for a scheduled appointment without contacting the office to cancel the appointment within 24 hours will be considered a “no-show”. Patients who consistently fail to present for scheduled appointments will be considered a “chronic no-show”.

It is the policy of this practice that a patient determined to be a “chronic no-show will be dismissed after the 3<sup>rd</sup> missed appointment.

A chronic “no-show” is defined as having 3 missed appointments within a rolling 12-month period.

- Patient will be notified of the “no-show” policy at the time of registration.
- Patient appointment status will be updated in chart as a “no-show”
- Patient will be called within 24 hours and notified of a missed appointment. Patient will be reminded of the “no-show policy.
- A note must be made in the chart stating the patient was a “no-show”, indicate appointment rescheduled date or left message. Sign, date and time in chart.
- The 3 missed appointments will be documented as follows:
  - 1<sup>st</sup> missed appointment, patient will be called to reschedule appointment along with a letter reminding of their appointment.
  - 2<sup>nd</sup> missed appointment patient will be called to reschedule appointment along with letter reminding patient of their appointment and reminding patient of the No-Show policy.
  - 3<sup>rd</sup> missed appointment patient will be sent a letter discharging them from this practice. Dismissal of a patient from this practice is the decision of the Dentist.

We understand that sometimes circumstances arise that prevent patients from keeping appointments. With enough notice, we can reschedule your appointment and let another patient have the appointment time originally reserved for you.



**ALSO PLEASE BE AWARE OF OUR LATE ARRIVAL POLICY**

OUR OFFICE SCHEDULE IS GENERALLY ON TIME UNLESS WE HAVE AN UNEXPECTED EMERGENCY.

EACH SCHEDULED PATIENT IS ALLOTTED A SPECIFIC AMOUNT OF TIME BASED ON TREATMENT. LATE PATIENTS RESULT IN LOSS OF TREATMENT TIME FOR THE NEXT PATIENT.

**DENTAL PATIENTS WHO ARRIVE MORE THAN 10 MINUTES LATE FOR APPOINTMENTS MAY BE RESCHEDULED TO THE NEXT AVAILABLE APPOINTMENT, RESULTING IN A BROKEN APPOINTMENT**

DR. MOLINA VALUES YOUR TIME AND HE EXPECTS THE SAME IN RETURN. THANK YOU

\_\_\_\_\_ has read and understands the above stated policy  
*Patient Signature*

\_\_\_\_\_  
*Date*

