

Cambridge Family Dental Missed Appointment / Late Arrival Policy

Patients who fail to present for a scheduled appointment without contacting the office to cancel the appointment within 24-48 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 3rd 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 will be called within 24 hours and notified of a missed appointment. Patient will be reminded of the “no-show policy. Missed Appointment letter/postcard will be mailed.
- Patient appointment status will be updated in chart and computer as a “no-show”
- 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:
 - 1st missed appointment, patient will be called to reschedule appointment along with a letter/postcard reminder of their missed appointment.
 - 2nd missed appointment patient will have letter mailed reminding patient of their 2nd missed appointment and a copy of the No-Show policy with their signature.
 - 3rd missed appointment patient will be sent a letter **terminating** them from this practice.
Dismissal of a patient from this practice is the decision of the Dentist.
- **\$25 fee will be charged for missed appointments and cancellations under 24 hours.**

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. Your failure to show up will result in a loss of treatment time for Dr. Molina and the ability to see other patients in need.

Appointment reminder calls are a courtesy. Should you not receive a reminder telephone call, it is still your responsibility to remember your appointment.



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 following patient.

Dental patients who arrive **more** than 10 minutes late for appointments could be rescheduled to the next available appointment, resulting in a broken appointment.

Please be on time.....Dr. Molina values your time and he expects the same in return. Thank you.

Patient/Guardian signature _____ Date: _____