



At Ferrell Family Dentistry, we are dedicated to reserving our time specifically for you and your appointment. When we set up an appointment, we place much value in your time as well. Many offices double or even triple book appointments to prevent from being financially damaged as a result of a missed appointment. However, double booking an appointment does not allow us to give the care and attention needed to provide excellent quality of dentistry. Therefore, we choose not to do this in our practice.

If for any reason you must change your appointment, it is important that you provide our office with **at least 48 hour notice** to offer that appointment spot to someone else.

- **1st missed appointment:** If an appointment is missed or canceled without 48 hour notice, we will attempt to reach you to reschedule this appointment. We will remind you of our cancellation policy and documentation will be included in your chart.
- **2nd Missed appointment:** After a second missed appointment, a letter will be sent to your home notifying you of the change in your account status. In order for you to schedule another appointment with our office, a deposit must be made to hold your future appointment. The amount of the deposit will be \$50 per hour that your appointment will be scheduled for. Upon arrival, the deposit will be credited towards the cost of the patient's treatment. If you do not show to the scheduled appointment, the deposit will be non-refundable. If you choose not to pay a deposit, you will have the option of being placed on a short notice list and will be notified of a last minute scheduling opportunities.

We understand that emergencies occur. If this is the case, please call the office and discuss with the staff.

Late Arrival: When we reserve time for you, we require all of that time to provide you with the best quality of dental care possible. When you are late, it decreases our ability to accomplish this. If you arrive more than 10 minutes late, your appointment may need to be rescheduled in order to meet the needs of those who are scheduled after you. If this happens, it will be considered a missed appointment.

Signature of Financial Responsible Party

Date