

CREVE COEUR FAMILY AND SEDATION DENTISTRY

Failed Appointment and Cancellation Policy

Our office has developed the following policy for “no shows” and short notice cancellations. This policy was developed to improve access to our provider, as failed appointments and same day cancellations leave open appointment time slots in which other patients could have received treatment.

The following represents the guidelines of Dr. Kratz for failed appointments and same day cancellations:

- First missed appointment will be documented.
- Second missed appointment may incur a \$50 missed appointment fee for each hour reserved for the appointment. The fee must be paid before scheduling another appointment.
- Third missed appointment is subject to patient dismissal from the practice.

To insure our patients have helpful reminders about their appointments, we use a texting and emailing service that will start sending reminders 2 weeks out. You can confirm or cancel appointments via text or email. If an appointment is left unconfirmed you will receive a phone call the day before.

By signing below, you recognize the importance of keeping appointments and understand and agree to our policy.

PRINTED NAME OF PATIENT

DATE

SIGNATURE OF PATIENT OR GUARDIAN