



MAD RIVER
FAMILY DENTAL

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BROKEN APPOINTMENT POLICY

Our goal is to provide quality dental care to all of our patients. In order to do so, we have implemented the following cancellation policy at our office. This policy allows us to better use available appointments for our patients in need of dental care.

When you schedule an appointment, we reserve that time exclusively for you. If you do not show up for your appointment, it prevents another patient from being seen for needed treatment.

HOW TO CANCEL YOUR APPOINTMENT

We understand that there may be times when you must miss an appointment due to emergencies or obligations for work or family. If you need to cancel your appointment, **please call us at (937) 864-2341 with at least 24 hours notice in advance**. If necessary, you may leave a message with your name and phone number. A receptionist will get back with you as soon as possible.

Additionally, if you are 15 minutes past your scheduled time, we may have to reschedule your appointment.

CANCELLATION FEE

If you miss a scheduled appointment without informing us within 24 hours, we will apply a \$35 fee to your account for each missed appointment.

DISMISSAL

We reserve the option to dismiss you as a patient if you miss three (3) appointments in a one-year period without a 24 hour notice under this policy.

Patient Name: _____

Signature/Parent/Guardian: _____

Date: _____