

Candler Dental Associates

2427 Candler Road

Decatur, GA 30032

404.284.3015

BROKEN APPOINTMENT POLICY

EVERY EFFORT IS MADE TO KEEP ON SCHEDULE SO WE RESPECTFULLY ASK PATIENTS TO BE PROMPT AND KEEP THEIR APPOINTMENTS. OUR STANDARD OFFICE POLICY REGARDING APPOINTMENTS IS AS FOLLOWS:

WE TRY TO REMIND PATIENTS BY TELEPHONE PRIOR TO THE APPOINTMENT, BUT **PLEASE DO NOT DEPEND ON THIS COURTESY**. IF WE ARE UNABLE TO REACH YOU, YOUR APPOINTMENT CARD WILL SERVE AS CONFIRMATION OF YOUR APPOINTMENT AND IMPLIES YOUR OBLIGATION TO BE PRESENT. THAT APPOINTMENT DATE & TIME HAS BEEN RESERVED ESPECIALLY FOR YOU. WE RESERVE THE RIGHT TO CHARGE FOR OFFICE VISITS CANCELED OR BROKEN WITHOUT 24 HOURS ADVANCE NOTICE. **SURGERIES MUST BE CANCELED WITH ONE WEEK'S NOTICE** TO AVOID A CHARGE FOR OUR LOST TIME. EXCEPTIONS TO THIS POLICY CAN BE DETERMINED ONLY ON AN INDIVIDUAL BASIS ACCORDING TO THE CIRCUMSTANCES.

APPOINTMENTS THAT ARE **BROKEN "WITHOUT ANY" ADVANCE NOTICE WHICH CONSTITUTES A "NO SHOW"**, ON THE THIRD SUCH OCCURRENCE YOUR FILE WILL BE REVIEWED FOR CONSIDERATION OF BEING DISCHARGED FROM OUR PRACTICE.

THE BROKEN APPOINTMENT CHARGE WILL DEPEND ON THE PROCEDURE AND TIME RESERVED. THESE CHARGES ARE ALLOWED BY YOUR INSURANCE COMPANY AND CONSIDERED AS THE MEMBER'S RESPONSIBILITY.

IF YOU HAVE ANY QUESTIONS ABOUT THIS POLICY, DO NOT HESITATE TO ASK ANY MEMBER OF OUR STAFF, THEY WILL BE GLAD TO ANSWER YOUR QUESTIONS. WE BELIEVE THAT GOOD COMMUNICATION IS THE KEY TO EXCELLENCE IN HEALTHCARE.

THANK YOU FOR YOUR COOPERATION.

DATE: _____ SIGNED: _____