

APPOINTMENT GUIDELINES

The professionals and management of Den-Care Smile Center, believe that appointments are a *mutual benefit* to, and a *mutual obligation* of both Den-Care Smile Center and its patients. Appointments allow our professionals to provide individual, quality dental care to each and every patient, and to provide adequate time to perform the scheduled procedures. The patient is provided the reserved time and attention of the doctor, the doctor's assistant or the registered hygienist, and the Den-Care Smile Center support staff, generally at a time which the patient has previously selected.

In the interest of maintaining the fairness and integrity of our appointment system, and to assure the availability of appointments to our patients for necessary treatment, we have adopted the following guidelines for rescheduling or cancellation of appointments:

1. An appointment may be rescheduled or cancelled forty-eight (48) hours or more before the original appointment date and time. No missed appointment fee will be charged.
2. Appointments not rescheduled or cancelled with the appropriate forty-eight (48) hour notice, and not kept by the patient, are subject to a missed appointment fee for the time reserved. The standard missed appointment fee is \$20.00 per ½ hour, prorated to the actual scheduled appointment time, Saturday missed appointment fee is \$40.00 per ½ hour, and charged to the patient's account.

The missed appointment fee may be fully or partially waived at the discretion of the doctor or management of Den-Care Smile Center.

Your cooperation in keeping appointments will be most appreciated.
Thank you.