



BROKEN APPOINTMENT POLICY

Go Smiles Dentistry knows your time is valuable, and we respect that! In fact, we make it a point to schedule all of our patients with this in mind. Our daily goal is to seat all of our patients on time. In an effort to provide timely services to our patients we never over book our schedule like so many other health care facilities. This makes our time very valuable to us as well.

Therefore, the following is the broken appointment policy:

1. All changes to reservations must be made with **2 business days notice**. Weekends and holidays are not considered business days.
2. Multiple broken appointments may result in the inability to reserve time in advance. These patients will need to reserve available time the same or next day.
3. We reserve the right to consider late arrivals as broken appointments and to reschedule them at our discretion.
4. We make every attempt to reach patients to confirm their appointment times. Unconfirmed visits may be released to other patients after ample attempts to reach you. Please make sure all contact information is up to date!

I have read and understood all the information described above. I have asked any questions I have before signing this document. I understand I may ask for a copy of this form for my reference.

Printed Name of Patient/Guardian

Signature of Patient/Guardian

Date

We are seeing a high number of patients not show up for scheduled appointments, or calling with very short notice. This is very concerning since our schedule gets fully committed far in advance. With earlier notice of a cancellation, we can offer that reservation to another patient in need of high-level dental care. These situations are avoidable in many cases, but not all, and we understand this. If you are having trouble committing to a time, please discuss options with the front desk.

