

Dental Appointment Attendance Agreement

United Community Health Center Dental Clinic provides care to many patients. Because of high patient volume, scheduling appointments can sometimes require a long waiting period. To help reduce this wait time, we implemented a policy to help decrease the frequency of patients not attending their appointments, which results in wasted clinic time where no patients are being treated.

Rescheduling Appointments

The dental staff understand that sometimes situations arise that require rescheduling of your appointment. If you need to reschedule, please call the dental clinic as soon as you know that you will not be able to keep the appointment. We will need at least 24 hours notice if you are unable to keep your appointment for any reason.

Broken Appointments

If you miss a scheduled appointment or cancel less than 24 hours prior to your appointment time, this will be considered a “broken appointment,” and will be recorded in your dental chart. If you are more than 15 minutes late for an appointment **for any reason**, this will be considered a broken appointment, we will not have enough time to see you for your appointment, and it will need to be rescheduled.

If you miss your first dental appointment at UCHC (new patients), or you have 2 broken appointments within a 3 year period (patients of record), you will not be able to make a regular appointment for a period of 6 months from the date of the initial broken appointment. Patients of record are still eligible for emergency dental care during that time, but you will be required to come into the office in person, and will have to wait until we are able to see you if possible. If a patient does not show up to a scheduled appointment for any reason and does not contact us by the end of that business day to inform us that they will be present at future appointments, all future appointment that you have scheduled will be cancelled to allow for appointment times for other patients. If per this agreement you are still eligible to schedule appointments, but your appointments were cancelled because of not contacting us after not showing up, you may still schedule future appointments, but any cancelled appointments cannot be un-cancelled (thus you may have an increased waiting time for your new appointments).

Broken appointments for specialized treatments requiring more than 1 hour of scheduled chair time will result in us no longer being able to provide those specialized services for you (crowns, root canals, and bridges). You will need to find a different dentist or specialist to provide these services.

If you have 3 broken appointments within a 3 year period, we will no longer be able to see you for dental care. We will provide emergency care for up to 30 days from the 3rd broken appointment, but after this, you will need to establish care with another dental office. We recommend that you contact a local dental referral service, regional dental society, or your local business directory to find another dentist for your treatment.

I understand the Dental Appointment Agreement and agree to follow the terms of the broken appointment policy.

Patient Name (please print)

Patient or Guardian Signature

Date

Interpreter (if applicable)