



### **Missed Appointments Policy**

Our goal at Buehler Family Dental is to provide excellent comprehensive dental care. Missed appointments have a detrimental impact on the doctor's and hygienist's schedule, and can also pose a health risk to the patient. Our policy relating to missed appointments is in place to ensure that available appointments are open to those patients in need of our care. Patients are required to give at least a 24-hour notice of cancellation of a scheduled appointment. We understand that sometimes things are beyond the patient's control and can come up unexpectedly. However, failure to give us adequate notice for three appointments can ultimately result in dismissal from the practice.

A missed appointment is the result of a patient's failure to cancel in an appropriate and adequate manner. Late cancellation, less than 24 hours before a scheduled appointment, will be considered a missed appointment.

Knowing that there may be other patients in need of care, please call Buehler Family Dental at 717-656-0005 if you are unable to keep your scheduled appointment. We require that you call at least 24 hours in advance. Calling the office as soon as you can is greatly appreciated as it allows us to offer the appointment time to another person in need of dental care.

Policy regarding late cancellations/missed appointments:

After the first late cancellation/missed appointment:

- Notation made in patient's dental record
- Patient receives a letter addressing missed appointment

After the second missed appointment:

- Notation made in patient's dental record
- Patient receives a letter addressing second missed appointment

After the third missed appointment:

- Dismissal letter sent to patient
- "Release for Dental Records" form included with letter so that the patient can have his/her dental records sent to another provider
- Patient treated on an emergency basis for 30 days from the date of the letter

I have read and understand the missed appointment policy for Buehler Family Dental.

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Patient Signature

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Date