

Locust Family Dentistry

Patient Appointment Agreement

Welcome and thank you for choosing Locust Family Dentistry for your oral healthcare needs. We are committed to providing you with the best possible service and appreciate the trust you have placed in our team of professionals.

It is important for you to understand and agree to the following information to avoid any misunderstanding about our appointment policies.

Our office will only allow two failed/broken appointments before action is taken. A failed or broken appointment is defined as:

- Not showing up for your reserved appointment time.
- Arriving more than 10 minutes late for your reserved appointment time without prior notice.
- Calling to cancel your reserved appointment time with less than 24 hours notice.

If you fail two appointments as defined above, you will not be allowed to reserve future appointment. You will be able to call the day you would like to be seen. If our schedule allows, you may come in on the day you call.

Appointment Reminders

Appointment Confirmation: It is critical for us to be able to confirm your appointment before the scheduled date since many appointments are reserved weeks in advance. We will try to contact you two working days in advance of your scheduled appointment using your preferred method of communication documented in your Patient Registration form. ***Appointments that are not confirmed by noon the working day before the reserved time may be cancelled and another patient may be offered that appointment opportunity.***

Check-in: Please arrive 15 or more minutes before your reserved appointment time and check-in with the receptionist at your arrival time. You will be asked to pay your portion for services scheduled. Be prepared to provide a driver's license or photo ID or have your photo taken.

Check-out: Please check-out at the reception desk to schedule your next appointment.

Insurance: If you have dental insurance, please give us any written plan information you have been given by your employer so that we may help you maximize your insurance benefits.

Financial: All accounts must be current. Patients who have account balances 60 or more days past due may not be allowed to schedule appointments.

Rescheduling/Cancelling an Appointment: If you need to reschedule or cancel a reserved appointment, please contact our office.

I have read and understand the **Patient Appointment Agreement** and agree with its terms.

Print Patient Name

Patient or Guardian Signature

Date