

OFFICE APPOINTMENT POLICY

At OpenCare dental we strive to provide dental care to all. In order to provide care in a timely manner, we highly value our scheduled appointment times.

APPOINTMENTS- Our staff will be more than happy to help make the appointment process easy and convenient to our patients. Appointments can be made by calling our office, sending an appointment request online, or by texting. Parents/ Legal Guardians of minors are the only ones that can schedule an appointment for an underage patient. Patients who are over the age of 18 need to schedule their own appointment. **Parents/ Legal Guardians must be present at minors appointment at all time.**

CONFIRMATION- We encourage our patients to confirm their appointments. We utilize an email, text, and phone call system to make the confirmation process easy. **Failure to confirm an appointment a business day before will result in cancellation. PLEASE RESPOND TO OUR CONFIRMATION REQUEST.** A fee will not be assessed if your appointment is cancelled due to an unconfirmed appointment.

RESCHEDULE- We encourage our patients to give a **One Business Day Notice** prior to rescheduling or cancelling an appointment. If no notice is given, the patient will be assessed a \$25 fee for each "Last Minute Cancellation". Patients will be allowed to reschedule an appointment if we receive a 24 hour notice. **Patients who do not provide a 24 hour notice for more than TWO appointments will not be rescheduled and will be seen on a "Same day Appointment"**. Patient will have to contact our office on a day that they are able to come in and if our office has the availability we'll schedule them that same day.

LATE ARRIVAL - We encourage our patients to arrive 10 minutes **prior** to their scheduled appointment time. Your appointment will be honored if you arrive **no more than 10 minutes** late. Late arrival **WILL** result in **CANCELLATION**. We cannot guarantee an assigned appointment time for late patients.

NO SHOW- Patients with confirmed appointments who **DO NOT COME IN** for their assigned time are considered a "NO SHOW" patient. **TWO "NO SHOWS" RESULT IN THE LOSS OF ANY FUTURE APPOINTMENTS.** In addition, a \$25 fee will be assessed to the patient's account for each "NO SHOW". (Emergency Services will still be provided on a first-come first served basis).

ACCOUNT BALANCES - Balances on a patient's account that have been incurred due to a Canceled or Missed appointment fee will need to be collected before any future appointments are scheduled.

If you have any questions regarding cancellations, no shows, or fee assessments, you may address the office manager in writing. The office manager will respond within 10 business days.

I understand and agree to the Office Appointment Policy:

Name: _____

Signature: _____ Date: _____