

DOUGLAS S FRY, DDS PEDIATRIC DENTISTRY

OFFICE APPOINTMENT POLICY

We are looking forward to seeing you and your child at their next visit. Please take a moment and familiarize yourself with our appointment policy. Thank you!

BROKEN/MISSED APPOINTMENTS:

Your child's scheduled appointment is reserved specifically for them. If a cancellation is unavoidable, please call our office at least 2 business days in advance so that we may give your child's appointment to another patient. If you do not cancel your child's with more than 2 business days' notice or if you do not bring your child to the appointment, we will consider this a broken/missed appointment. **A broken appointment is subject to a \$50 broken appointment fee.** If a broken appointment occurs, our office reserves the right not to schedule any subsequent appointments for your child/family.

Occasionally children's illnesses make it necessary to cancel an appointment with less than 2 business days' notice. Please contact our office immediately if you feel your child is ill and we will do our best to accommodate your situation.

LATE ARRIVALS:

If you arrive more than 15 minutes late for your child's appointment, you may be asked to reschedule for the next available appointment time. Again, please call at least 2 business days in advance if a cancellation is unavoidable.

APPOINTMENT DELAYS:

We strive to see all patients on time for their scheduled appointment. We make every effort to stay on schedule. Please remember, we run on children's time, not adult time. Additionally, there are times when our schedule is delayed in order to accommodate an injured child or an emergency. Please accept our apology in advance should this occur during your child's appointment. We will provide you the same courtesy if your child is in need of emergency treatment. If you have to wait more than 15 minutes, please ask our administrative staff the reason for the delay.

I have read and understand the above appointment policy

SIGNATURE: _____ **DATE:** _____