

FAMILY DENTISTRY OF SAN ANTONIO
7072 Bandera RD
San Antonio TX 78238

Missed Appointment Policy

Many offices charge their patients when they don't show up for appointments or fail to let the office know with 48 hours advance notice that they can't make the scheduled appointment. In many cases offices charge a fee every time a patient fails to make their scheduled appointment times.

We reserve a specific time for your appointment and strive to be on time to minimize your waiting time. As a General rule we are pretty good at seeing patients within 15 minutes of their scheduled appointment time. It is a common courtesy to let us know if you cannot make your appointment as scheduled and to fail to do so is rude and disrespectful. When a patient fails to make their scheduled appointment it leaves the office with empty chairs and employees with nothing to work on (but still being paid their salary). It increases the cost of doing business and can lead to higher costs for all patients.

Once an appointment is made by you, the patient, we consider the appointment as a confirmed appointment unless the patient contacts us to cancel or change the appointment. We do attempt to refresh your memory regarding the appointment by email, and phone calls prior to the actual date of the appointment, but if we don't reach you personally you still have a confirmed appointment with us.

WE CONSIDER A MISSED APPOINTMENT AS ANY APPOINTMENT YOU FAIL TO SHOW UP FOR OR ANY APPOINTMENT YOU CANCEL OR CHANGE WITH LESS THAN 48 HOURS ADVANCE NOTICE.

We do understand that stuff happens. There may be times when last minute situations come up and you just can't make your appointment. **We allow 2 missed appointments within 18 consecutive months.**

On the THIRD missed appointment we charge **\$50.00 per hour** for the time you missed.

Signature

Date