

## Clark Pediatric Dental Group

### Cancellations and Confirming Appointments – UPDATED AND EFFECTIVE JULY 18, 2023

Our desire is to provide every patient with the treatment they need, along with the special attention they deserve. We do not overbook patient appointments. However, **we will DOUBLE BOOK any unconfirmed appointment.** As a courtesy to our patients, we call or text 2 days prior to your appointment to remind you of your appointment and answer any additional questions you might have about your appointment. If you have not confirmed your appointment through text or over the phone by 2PM one business day before your appointment, it is considered an **unconfirmed appointment** and will be taken off our schedule. To confirm an appointment scheduled for Monday, please call our office by 11AM on Thursday prior to your appointment, otherwise it will be considered an unconfirmed appointment. **If you show up for this unconfirmed appointment on time, we will attempt to work you into our schedule that day, if possible.** If we are unable to work you into our schedule that day, you will be rescheduled. Please ensure you have provided us with the phone number(s) where we can best reach you or leave you a message during daytime hours. If you know you will be unable to keep your appointment, please call us as soon as possible.

So that we can accommodate all our patients' needs, we ask that you notify our office by 2pm on the business day before your appointment if you are unable to keep a scheduled appointment. For appointments scheduled on a Monday, you must notify our office by 11am on Thursday before your appointment. Appointments that are not cancelled or rescheduled by the cutoff times, FOR ANY REASON, are considered broken appointments. For those patients who are unable to notify us before the cutoff times, we do have a broken appointment policy whereby **you will be placed on a patient waitlist after the second broken appointment within a calendar year.** Patients placed on the patient waitlist are unable to schedule appointments and will be contacted when we have openings in our schedule. **If you break three appointments within a calendar year, you will be terminated from this practice, and we will no longer be able to see you in our office. The parent/legal guardian will be notified in writing.**

Clark Pediatric Dental Group is committed to providing exceptional care. Unfortunately, when one patient cancels or fails to show up without giving enough notice, they prevent another patient from being seen. **Please call us at (336) 882-0345 by 2:00PM on the business day prior to your scheduled appointment to notify us of any changes or cancellations. To cancel an appointment scheduled for Monday, please call our office by 11:00AM on Thursday.** If prior notification by the cutoff times is not given, this will be considered a broken appointment.