**Appointment Policy**

We will make every effort to accommodate your scheduling needs and keep our schedule “on time”.  In return, we ask that you help us by keeping your scheduled appointments and by notifying us 48 hours in advance if you are unable to do so or need to make a change. Consider your appointment with Dr. Branen or one of our hygienists as your personal reservation.  With all reservations you make, such as airline or hotel, there must be a cancelation policy. Our staff member is making arrangements to be here for you and only you.

As a courtesy to you, we will make every effort to confirm your reserved appointment via text, email, mail or telephone; whichever you prefer. Even if our attempts are unsuccessful, it is still your responsibility to keep your reserved appointment or contact us 48 hours in advance to change or cancel the reserved time.

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| --- | --- | --- |
|  | Hygienist Appointment | Doctor’s Appointment |
| 1st Time | $50 | $50 |
| 2nd Time | $60 | $100 |
| 3rd Time | Reserve time with credit card & full fee charged | Reserve time with credit card & full fee charged |
| 4th Time | Dismissed from practice | Dismissed from practice |

We feel that this is a very fair arrangement. It is not uncommon amongst dental offices to charge much higher penalties, require 48 hour notification and actually dismiss the patient after two missed appointments. In keeping with our high standards of dentistry, we prefer to accommodate all of our patients with longer, comfortable appointments.  We know with busy and hectic lifestyles, this is what most patients prefer.  In doing so, a reserved appointment that is missed or canceled late can upset an entire schedule.

We appreciate all of our patients and it is not our intent to offend anyone.  With your compliance, we will be more able to keep our schedule “on time”, accommodate any emergencies and help patients on our waiting list.  We thank you for your understanding in this matter.