



Late and Missed Appointment Policy

At Blue Stone Dental, we put our faith in you to keep your appointment. When we set up an appointment, a specific amount of time is reserved especially for you. Many offices double or even triple book appointments to prevent from being financially damaged as a result of a missed appointment. However, double booking appointments do not allow us to give the care and attention needed to provide excellent quality dentistry and for this reason we choose to not do it.

If for any reason you must cancel or change your appointment, it is important that you give our office at least 2 business days to allow adequate time to fill that opening in our schedule.

1st missed appointment: If an appointment is missed or canceled within the 2 business day window, a letter will be sent to your home reminding you of our policy. We also reserve the right to charge you up to \$75 for each appointment scheduled.

2nd missed appointment: After your second missed appointment, another letter will be sent to your home notifying you of a change in status of your account. In order for you to schedule a future appointment with our office, a deposit must be made. The deposit is 50% of the cost of that appointment's treatment or \$75 whichever is greater. Upon arrival, this fee is credited toward the cost of the patient's treatment. If the patient does not show up to the appointment the deposit is non-refundable. If you choose to not pay the deposit you have the option of being placed on a short notice list and will be notified of any last minute scheduling opportunities.

Late arrival: When we reserve time for you, we require all of that time to provide you with the best quality work possible. When you are late it decreases our ability to accomplish this. If you arrive late, your appointment may be rescheduled in order to meet the needs of those patients who are on time for their confirmed visit. If this happens it will be considered a missed appointment.

I have read the policy above. I understand and agree to abide by the listed terms.