

# LOS ALTOS CORE DENTAL

## Broken Appointment Policy

Every effort is made to keep on schedule, so we respectfully ask patients to be prompt and keep their appointments. If a patient is more than 15 min. late to their appointment we will ask to reschedule your appointment due to running into the next patient scheduled time slot. We try to remind patients by telephone or e-mail prior to the appointment, but please **do not depend on this courtesy**. We understand that emergencies do arise and sometimes it's necessary to cancel or change your appointment. In an effort to provide you with the best possible service, and to help keep our fees as low as possible; we ask for at least **2 business days in advance** if you'd like to cancel and or reschedule your appointment. We reserve the right to charge for appointments that are cancelled or broken without a 48 hour advance notice; this also applies to appointments being rescheduled due to being late to an appointment. If a 2 business day notice is not made available to us, **we will ask for a non-refundable deposit prior to rescheduling your next appointment.**

If you have any questions about this policy, do not hesitate to ask any member of our staff. We believe that good communication is the key to excellence in health care.

Thank you for your cooperation.

\_\_\_\_\_  
Patient/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

LOS ALTOS  
CORE DENTAL

MODERN DENTISTRY WITH GENTLE CARE

### Office Use Only:

Chart #: \_\_\_\_\_