



## PATIENT APPOINTMENT POLICIES

We at Waverly Dental believe that the best relationships are based on mutual respect. We believe both your time and our time is valuable and should be respected. We strive to keep our schedule organized and on time in order to minimize wait time, while maximizing your time here. We therefore ask that you read and acknowledge the below patient appointment policies.

### CANCELLATIONS

Waverly Dental requires 24-hour notice for cancellations of reserved appointments. Cancellations without 24-hour notice will be considered failures. We are aware and understand that emergencies do arise and will review on a "case by case" basis.

Patients who do not come for up to 3 reserved appointments, have multiple late arrivals, *or* abuse scheduled appointment times, will no longer be appointed for dental care with the providers of Waverly Dental, resulting in dismissal from the practice.

### FAILURES

Listed below is Waverly Dental's appointment failure policy:

#### First & Second Failed Appointments (within a 12-month period)

Appointments will be rescheduled.

#### Third Failed Appointment (within a 12-month period)

Appointment will be rescheduled; however, you will be seen on a "STANDBY BASIS". You can still be seen at Waverly Dental, but you will not be given a guaranteed appointment slot. After three kept "STANDBY" appointments, you will be permitted to schedule regular appointments with a guaranteed appointment.

### APPOINTMENT TIMES - RESERVED APPOINTMENTS

Our patients are scheduled according to their dental needs, allowing our doctors the time they need to provide the quality of care you expect from Waverly Dental. Arriving late to your scheduled appointment time could be disruptive to the next patient's care.

We will allow a 10-minute maximum grace period to arrive at your appointment. AFTER 10 MINUTES, your appointment may be rescheduled, based on the appointment times available and the reason for the delay. Please contact us at your earliest convenience to advise us if you think you will not arrive on time. Please note however that failure to arrive on time without notice will constitute an appointment failure.

### APPOINTMENT CONFIRMATION

In order for us to provide quality care to all of our patients, we must maintain our schedule in an efficient manner. Waverly Dental requires our patients to confirm their intent to keep their scheduled appointment times no later than 2pm on the business day prior to their reserved appointment. The office will make two (2) attempts within a 48-hour period to reach you. Unfortunately, if we do not receive a response OR if unable to reach you, we will be required to move the appointment to standby status.

We can be reached by calling (704) 246 - 7677 to confirm your scheduled appointment. Please feel free to leave a message if the office is closed or if our phone lines are busy.

By signing this agreement, you acknowledge receipt of our *Patient Appointment Policy* and will in good faith abide by this agreement.

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Patient Name (*printed*)

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Date

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Signature