Gibsonville Family Dentistry
Patient Appointment Policy

It is our intention to provide our patient the best care possible at all times and to accommodate as many requests as is realistic and feasible. It is within this context that we ask you to take a few moments to review policies that affect the way services are provided.

In the Office

- **Arrive early.** Please remember that all insurance requires that your insurance data be updated prior to each encounter. This usually takes a few minutes. If this is not done, your insurance may deny your claim. We do not want time spent on administrative requirements to limit your time with the doctor.

- **Schedule an appointment by calling 336-449-6423.** Walk-in patients are offered the first available appointment.

- **Patients who arrive on time are seen at their appointment time.** Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your visit.

- **Call ahead if you are late or unable to make your appointment time.** We will do all that we can to accommodate your appointment and to minimize the need to reschedule your appointment.

- **Late arrivals (>15 minutes after scheduled appointment) will be offered the next available appointment.** In these cases, a no-show charge for the lost appointment will apply. While we will do all that is possible to accommodate requests, the first-available appointment may *or may not* be on the day the appointment was missed.

- **The no-show charge will be waived if you contact the office before your appointment.** Remember that appointments canceled more than 24 business hours prior to when they were scheduled do *not* incur a no-show fee. The **no-show fee** can be up to **$25 per hour** of appointment.

- **Appointments for additional family members should be made by phone prior to coming to the office.** If you would like another family member to be seen, please schedule appointments for *everyone by phone* prior to coming to the office.

- **Ensure that all cell phone usage does not interrupt patient care or disturb other patients.**

After-hours Calls to Emergency Number

- **Please limit after-hour calls to the emergency number for urgent issues and emergencies.**
- For refills, appointment requests, and other non-urgent matters, you may leave a message on the regular office number or call the office during regular hours.
- For any after hours care there could be a charge accessed of $50 or more if the dentist has to come to the office.

We are here to provide the *best* care we can to you should the need arise. As always, we welcome the opportunity to care for you and appreciate your trust in the services we provide.

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Dear Valued Patient,

In our office every effort is made to keep on schedule, so we respectfully ask patients to be prompt and keep their appointment. Your appointment time is reserved especially for you. That means no other person has been scheduled for that particular time slot, and anyone else wishing for that time has had to be given a different time for their appointment. We try to give patients a reminder call prior to their appointment, but please do not depend on this courtesy.

If you are unable to make your appointment, we ask that you give us at least **24 hrs advanced** notice. This gives us the proper amount of time to reappoint you and give your slot to someone who may need it.

In the event that we do not receive proper notification there will be a broken appointment charge. This charge can be up to **$25 per hour** of appointment. This charge will be your responsibility, since insurance will not cover this assessment and will be collected at the next appointment. Exceptions to this policy can be determined only on an individual basis according to circumstances.

If you have any questions about the policy, do not hesistate to ask our office staff. We believe that good communication is the key to excellent dental care.

Thanks,
Gibsonville Family Dentistry

Name   **Date**