

## Broken Appointment Fee

It is our opinion that your time is valuable and it has been our scheduling philosophy that "You deserve our undivided attention." It is for these reasons that we do not double book and we accept drop ins only in the event of an emergency.

When we schedule your dental visit, that time is yours; it belongs to you! Flat tires, sick children, and family emergencies will and do happen and naturally we understand that because it happens to all of us. However, when missed or broken appointments occur, it affects everyone. It results in increased overhead, wasted time and manpower, and eventually higher patient fees. When you miss or cancel your appointment without prior notification, **Lake Mary Dental** will charge a broken appointment fee of **\$40.00 per scheduled hour**. To avoid this fee please notify us at least up to **48 hours** (2 business days) in advance of your appointment and speak with a staff member; leaving a voicemail message is not a guarantee we will receive it in time to avoid the cancellation fee.

One the other hand, procedures may sometimes take longer than planned due to unforeseen circumstances, but our primary objective is to be on time and on schedule. You can help us by being punctual, arriving a few minutes before your scheduled appointment time.

If you have any questions about insurance, treatment, or fees please address them with one of our staff members before your scheduled appointment.

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(Print Name) Patient or Legal Guardian

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Date

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(Signature) Patient or Legal Guardian

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Date