



Appointment Policy for Lanz Associates in Dentistry

We want our patients to know how much we value your business.

In an effort to provide the highest quality dentistry at affordable prices, we request a 24-hour notice for any schedule changes that you may need in the future. Our office understands that sometimes emergency situations arise and we will handle each circumstance on an individual basis. We would like our patients to understand that missed or broken appointments are hurtful in many ways. First, they delay your treatment and our ability to keep your oral health at optimum levels. Second, they may prevent another patient who needs treatment from getting necessary care in a timely manner. Our practice does not have a missed appointment problem and we do not anticipate this will change in the future. With this in mind, we want you to be informed of our appointment policy so there are no misunderstandings going forward.

- **When an appointment is broken with less than 24-hour notice, you may be charged a \$75 fee.**
- **If a second broken appointment occurs, we will not pre-appoint you for any future appointments without a credit card or payment in full prior to being seen.** Your name will be placed on a short call list and we will call you on days when there are openings in our schedule. Should you miss the second appointment, your credit card will be charged for the fee of that appointment.
- **A third missed appointment will result in the dismissal from our practice.** We will be happy to forward your records to a dentist whose hours better fit your schedule.
- **No Call / No Show policy:** If you do not call to cancel or do not show up for your appointment, you will be automatically charged a \$75 fee and we will not pre-appoint you for any future appointments without a credit card on file to pay future fees.

Thank you for your cooperation and, as always, we remain committed to your oral health.

Signature: _____

Date: _____