

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 24 hours 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 you oral health at optimum levels. Second, they may prevent another patient who needs treatment from getting the 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 in the future.

Each patient may miss one appointment due to emergency without 24 hour notice in an 18 month period.

After a second broken appointment occurs, we will not pre-appoint you for any future appointments without a credit card or payment in full for the appointment. 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 this appointment, your credit card will be charged the fee for that appointment. A third missed appointment will result in your dismissal from our practice. We will be happy to forward your records to a dentist whose hours better fit your schedule.

Thank you for your cooperation. We remain committed to your oral health.

Signature