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## MISSED APPOINTMENT POLICY

While we understand that schedules may sometimes unexpectedly change, we have found that it has become impossible to properly manage our schedule if there are frequent "NO SHOW" appointments and last-minute cancellations. Our office reserves specific appointment time for each patient based upon their treatment needs. Broken appointments increase our cost of providing care, and we feel it is unfair to the majority of our patients who do keep their appointments to subsidize those who do not respect the time we have set aside for them. We make every effort to remind patients of their scheduled appointments both by postcards sent approximately 2 weeks prior to recall appointments and phone calls 24-48 hours prior to all appointments, however ultimately the responsibility for keeping appointments rests with you, the patient.

We are therefore instituting the following policy:

24 hours notice is required if you must change your appointment with our office.

Any patient who breaks an appointment or cancels without sufficient notice, will, at the discretion of our office be subject to a \$50 service charge fee for those patients seeing a hygienist, and \$100.00 for those who are seeing a doctor.

Thank you so much for your cooperation in this matter.

I acknowledge receipt of a copy of this cancellation policy.

Signed \_\_\_\_\_  
Dated \_\_\_\_\_