

BROKEN APPOINTMENT POLICY

Children's Dental Specialists of Lake County welcomes you. We are so glad you have chosen to make an appointment for your child with our office.

We know that your time is valuable and we respect that. We set aside time specifically for you and we strive to seat our patients on time. We do not overbook our schedule as many offices do. Therefore our time is also valuable. Appointment reminders do go out to each patient prior to the scheduled day, but **please do not depend on this courtesy**. We do ask that **if you need to change an appointment time that you give us 48 hours advanced notice** so that we may give that time to another patient waiting to receive treatment.

- The **broken appointment fee is \$50.00 per patient**, as it is difficult to fill our schedule on a last minute basis.
- Children's Dental Specialists of Lake County also reserves the right to apply the **Same Day Policy (SDP)** to the account. This policy requires you to contact our office in the morning to schedule a SDP appointment if time allows.

An appointment is considered broken for one or more of the following reasons:

1. Failure to show up for a scheduled appointment.
2. Canceling an appointment without giving 48 hour notice.
3. Showing up more than 15 minutes late for an appointment.
4. We require a valid insurance card and I.D. of the responsible party to be presented at each visit.
5. The patient's health history form must be updated and signed by a parent or legal guardian every six months.
6. A responsible adult must be present during the entire appointment for the child.

We understand that unforeseen circumstances can occur. If something unforeseen occurs please call our office right away and we will work with you to reschedule your appointment.

Parent/Guardian (Signature)

Date

Patient's Name (Printed)