

# HICKS DENTAL APPOINTMENT POLICIES

**Due to a significant increase in the amount of broken appointments, we find it necessary to implement the following policies.**

- 1.** A “**broken**” or **failed**” appointment is any appointment not cancelled with at LEAST 24 HOURS notice. Broken appointments prevent us from seeing another patient in the time reserved especially for **YOU**.
- 2.** After the first failed appointment, you will be reminded of our policy. We are aware that emergencies do occur which prevent you from keeping your appointment. Please contact our office as soon as you realize you cannot fulfill your appointment. If it is after hours, you may leave a message on our answering machine. Please include your name, date and time of scheduled appointment, and a call back number where you may be reached.
- 3.** After the second and subsequent failed appointments, we reserve the right to charge a broken appointment fee. Fees will be applied as follows:

**Hygiene: \$25.00 per half hour reserved**

**Dental Treatment: a deposit in the amount of \$50.00 per each half hour the doctor has reserved for you will be collected at the time of scheduling. Should you fail appointed time, we will retain this deposit as compensation for time reserved.**

These fees will be charged per person appointed. Please note that insurance companies will not pay broken appointment fees. Charges that have been billed must be paid prior to any further appointments being made for any patient on your account.

**I UNDERSTAND THE APPOINTMENT POLICIES OF HICKS DENTAL AND AGREE TO ABIDE BY THEM. ANY QUESTIONS I HAVE ABOUT THESE POLICIES HAVE BEEN EXPLAINED BY THE OFFICE STAFF.**

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient Printed Name

\_\_\_\_\_  
Date

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