

Raider General Dentistry Appointment Policy

Appointment Delays

We strive to see all patients on time for their scheduled appointment. We make every effort to stay on schedule. There are times when our schedule is delayed in order to accommodate emergencies. Please accept our apology in advance should this occur during your appointment. We will provide you with the same courtesy if you are in need of emergency treatment. If you are waiting more than 15 minutes, please ask our business staff the estimated length of the delay.

Late Arrivals

If you arrive more than 15 minutes late for your appointment, you may be asked to reschedule for the next available appointment time.

Broken/ Missed Appointments

Your scheduled appointment is reserved specifically for you. If a cancellation is unavoidable, please call the office at least 72 hours in advance so that we may give your appointment to another patient. If you do not cancel your appointment with at least 72 hours notice or do not come in for the appointment, we will consider this to be a broken / missed appointment. **A broken appointment is subject to a \$25.00 fee per 30 minutes of time scheduled.** Appointments will not be rescheduled until the broken appointment fee has been paid. If 2 broken appointments occur, our office reserves the right not to reschedule any subsequent appointments for you.

Appointments That Require More Than 1 ½ Hours

All restorative procedures (root canals, crowns, bridgework) that require longer appointments require a deposit of 10% of the treatment fee. If the appointment is canceled or broken without 72 hours notice our office reserves the right to apply the full deposit to a broken appointment fee equal to the deposit.

After Hours Emergency Appointments

If you are having a dental emergency after normal business hours and need to be seen, we may not be able to verify your dental insurance and ask that you pay for your visit in full. During the next scheduled business day your claim will be filed for your re-imbusement.

The office has a zero balance policy: therefore all balances must be paid in full before continuing with any future appointments.

I have read the above appointment policy.

Signature_____ Date_____