

Dear <<patient_full_name>>,

We at Ballard Dental Associates take pride in our warm, caring atmosphere. One aspect we really enjoy about our practice is the opportunity to offer quality care and individual attention to each and every patient. We like having that personal time with you. When that time is lost due to an appointment cancellation, other patients in need of treatment cannot be seen and your treatment is delayed.

Appointment Cancellation Policy:

We will make every effort to remind patients by telephone or email prior to the appointment, but please do not depend on this courtesy. We have found that with the recent popular use of voice mail and emails, some of our patients are not receiving our reminder messages due to the occasional malfunction of these devices. If you have provided us with either of those to contact you, please make sure to let us know if they have been changed. If we are unable to contact you directly, your appointment card or appointment reminder card will serve as confirmation of your appointment and it implies your obligation to be present. Your appointment time has been reserved especially for you and we strongly encourage all patients to keep their appointments. If you must change your appointment, we require at least 24 hours notice to avoid a \$75.00 cancellation fee. If commitments for appointments are frequently broken, a non-refundable cancellation fee equal to the amount of the appointment may be required.

Our ultimate goal is to help you achieve the best dental health. A broken appointment only serves to delay your dental care and the opportunity to achieve that goal.

Thank you for your cooperation. We look forward to seeing you on your next scheduled appointment.

Name of patient:

Signature of Patient or Guarantor: