

John Q. Dentist, D.D.S.

29990 Jefferson Avenue

Murrieta, CA 92562

(909) 678-9876

(Date)

Dear Valued Patient,

We at Dr. Dentist's dental office 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. For these reasons, we have the following office policy:

Appointment Cancellation Policy

We will make every effort to remind patients by telephone prior to the appointment but please do not depend on this courtesy. We have found that with the recent popular use of answering machines, pagers, and voice mail, some of our patients are not receiving our reminder calls due to the occasional malfunction of these devices. If you use such devices, we kindly ask that you return our call to confirm that you received our message. If we are unable to contact you directly, your appointment card or appointment phone call 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 cancellation fee. If commitments for appointments are frequently broken, a non-refundable reservation fee equal to the appointment fee may be required.

Our ultimate goal is to help you achieve optimum dental health. Broken appointments only serve 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 appointment.

Sincerely,

Dr. John Q. Dentist