

## Late and Missed Appointment Policy

PDA Dental Group values the goodwill of all our patients, caregivers, and families. We appreciate the busy pace of your lives and respect the fact that your time is precious. With your cooperation, we can improve our ability to make your visits more efficient and stress-free.

**Missed Appointment:** If for any reason you must cancel or change your appointment, it is important that you give our office at least 24 hour notice. This allows our staff the opportunity to offer this appointment to another patient in need of dental care. **Our fee for a missed appointment is \$83.00.** Pediatric Nitrous Patients: Please refer to nitrous paperwork regrading missed appointments.

Please keep in mind that the missed appointment fee only partially defrays our costs for the staff that was scheduled to work during your appointment time. Payment for a missed appointment is due prior to scheduling any further appointments (for all family members). If an appointment is already scheduled, payment must be received at least 5 days prior to the appointment. If you/your child fails to attend another appointment after a missed appointment, we will review scheduling further appointments. We will send a courtesy email/text before every scheduled appointment as a reminder of your upcoming commitment.

**Late Arrival:** When a patient arrives late for a visit, we do everything in our power to see that patient without significantly inconveniencing other patients. If a patient arrives late and there are no other patients scheduled or ready to be seen, we will see the late patient when he or she arrives. However, if a patient arrives more than 10 minutes late and other patients are waiting, we assess how accommodating that patient will affect other patients. Patients who arrive on time are prioritized over those who arrive late.

We often cannot predict how long a late arrival may wait. Sometimes late arrivals can be accommodated if the schedule allows for the visit. We may suggest returning at a later time to minimize your waiting time in the office, but we cannot guarantee a later appointment time. On a very busy day, as a last resort, we may have to ask a late patient to reschedule their appointment to another day. Calling to notify us that you are running late helps us accommodate a late arrival better, but does not guarantee you can be seen upon arrival. PDA Dental Group wishes that every patient could be seen promptly at his or her scheduled appointment time and dislike keeping patients waiting. We believe that everyone's time is valuable, and we continue to revise our schedule to improve patient flow and to be accommodating as possible to all.

**Why do I have to run on time if the provider doesn't always run on time?** We ask our patients to arrive on time, and enforce our late policy, as late arrivals affect the entire schedule. For example, if our first patient of the day arrives 15 minutes late, it is impossible to get back on schedule for the remainder of the day. We certainly cannot make up the time by short-changing subsequent patients. Dental emergencies also affect our schedule. As dental providers, some dental emergencies require us to perform procedures that are unforeseen. These situations can cause a provider to run behind. It is our policy to accommodate, on same-day basis, all patients who require a dental emergency visit.

Patient's Full Name (please print) \_\_\_\_\_

Parent/Guardian Name if applicable (please print) \_\_\_\_\_

Patient/Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

### Pediatric Dentistry

Dr. Sonia Wu, DMD  
Dr. Nicole Harrington, DMD  
Dr. Matthew Freitas, DMD  
Dr. Sean Ghassem-Zadeh, DMD  
Dr. Patrick Cooper, DMD  
Dr. Karina Vergara, DMD  
Dr. Kristen Huber, DMD

### Orthodontics

Dr. Shannon Duffy, DMD  
Dr. Kieran Mullarney, DMD

### Adult Dentistry

Dr. Kimberly Weiss, DDS  
Dr. Melissa Torres, DDS