



Confirming and Keeping Appointments

Confirmation of Appointments: Family Medical Centers (FMC) dental staff will call to confirm appointments two days in advance of the appointment date. If we are unable to confirm the appointment time within a reasonable time and the patient does not call back to confirm, the patient may lose that appointment time.

Arrive Time: If the patient arrives fifteen minutes late for an appointment time, the patient may be rescheduled. This is to ensure that we have adequate time to treat each patient with the best care possible. If the patient arrives late, the Dentist/Dental Hygienist will determine if there is adequate time to work the patient in or if the patient will need to be rescheduled.

Canceling Appointments: If the patient cannot make a scheduled appointment, the patient must call at least 24 hours in advance to let us know so that we can offer another patient the appointment time. Failure to provide at least a 24-hour notice will be considered a “No Show.”

Missed Appointments: Due to the critical lack of access to dental services in our area, “No Shows” are taken very seriously. If the patient misses an appointment, the patient will be documented as a “No Show.” If the patient misses two appointments without proper notice and wishes to make another appointment, the patient will need to call on a daily basis, starting at 8:00 a.m., to see if they can be worked in on a same day basis. If the patient misses three appointments without proper notice, the patient will be dismissed from the FMC dental practice.

Patient Name _____ Date _____

Patient Signature/Parent or Guardian Signature