

**Gangwisch
Grandy
& Melzer**

Family & Cosmetic Dentistry

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BROKEN APPOINTMENT POLICY

The primary goal of Gangwisch, Grandy, and Melzer is to provide excellent care in a timely manner. In order to reach those goals we have implemented an appointment policy that is both fair and respectful to all of our patients as well as our staff.

Confirmation of appointments is a courtesy to our patients and allows both the patient and staff to address concerns of the patient before the scheduled appointment time. We attempt to confirm all appointments 48 hours in advance during weekdays and on Fridays for Monday appointments. Appointments rescheduled with 48 hours notice will be done at no charge to the patient. We ask that you return confirmation calls in order to hold your appointment time.

Failure to return confirmation calls does not constitute a cancellation and patients will be subject to the "No-Show" fee of ***at least \$35 per half hour*** of appointment time scheduled. Patients that fail to confirm are also subject to having their appointment time given to another patient.

Three broken appointments in one year will result in the patient being dismissed from the practice.

Late arrivals of more than 15 minutes will also result in the "No-Show" fee of at least \$35 per half hour and the patient will be re-appointed. Patients that are chronic late arrivers will be dismissed from the practice.

Gangwisch, Grandy, and Melzer takes pride in our timeliness and has great respect for our patients' time. We make every effort to be on time and expect that our patients respect the time of our staff and fellow patients alike.

I have read and understand the appointment policy and realize that it is my responsibility to keep my appointments and arrive on time. _____ (initials)

I understand that cancelations without 24 hour notice for any reason and late arrivals of more than 10 minutes as well as "no-show" appointments will result in a fee of at least \$35 per half hour of appointment time. _____ (initials)

I have been given a copy of the broken appointment policy. _____ (initials)