

Confirmation and Appointment Policy

Capital Avenue Dental Care

- ❖ **We require confirmation in order to keep all set appointment times.** This can be done through our Solution Reach text and/or email system or through a verbal conversation with one of our team members.
- ❖ Confirmation is needed by 12:00pm on the day before each scheduled appointment. If no confirmation is made by this time, any unconfirmed appointments may be given away to better serve additional patients.
- ❖ In order to better serve our patients committed to their dental needs, **any patient missing 2 appointments within one year** without making prior arrangements with our office may be dismissed as a patient of our practice.
- ❖ With a growing number of new patients and the time we allow in our schedule to provide the highest quality of care, we are forced to implement the “No Fail” policy for the first scheduled new patient appointment.

We understand that emergencies arise. We only ask that our patients please contact our office as soon as possible in such circumstances. We appreciate your cooperation in this matter.

I have read and understand the Confirmation and Appointment Policy.

Signature of patient or guardian

Date