

Dental No-Show Agreement

Quality care for our patients is our priority. Please take a few minutes to review our no-show policy and sign at the bottom of the form to confirm your acceptance of this agreement. If you have any questions, please let us know.

Definition of a “No-Show” Appointment

HealthWorks defines a “No-show” appointment as any scheduled appointment in which the patient either:

- Does not arrive to the appointment
- Cancels with less than 24 hours’ notice of the scheduled appointment time
- Arrives more than 15 minutes late and is consequently unable to be seen

Impact of a “No-Show” Appointment

“No-show” appointments have a major negative impact on our practice and the healthcare we provide to our patients. When a patient “no-shows” a scheduled appointment it:

- Potentially risks the health of the “no-show” patient
- Is unfair (and frustrating) to other patients that would have taken the appointment slot
- Disrespects not only the provider’s time, but also the time of the entire clinic staff

How to Avoid Getting a “No-Show”

1. **Confirm** your appointment
2. **Arrive** 5-10 minutes early
3. **Give 24 hours’** notice to cancel appointment

1. Appointment Confirmation:

HealthWorks will attempt to contact you up to two (2) business days before your scheduled appointment via phone or text to confirm your visit. You are given an opportunity to cancel at that time.

2. Always Arrive 5-10 Minutes Early:

When you schedule an office visit with us, please arrive at our clinic 5-10 minutes prior to your scheduled visit. This allows time for you and our staff to address any questions and or to complete any necessary paperwork before the scheduled visit.

3. Give 24 Hours’ Notice if You Need to Cancel:

When you need to cancel or rebook a scheduled visit, we expect you to contact our office no later than 24 hours before the scheduled visit. This allows us a reasonable amount of time to determine the most appropriate way to reschedule your care as well as giving us the opportunity to rebook the now vacant appointment slot with another patient. If it is less than 24 hours before your appointment and something comes up, please give us the courtesy of a phone call so we can understand and possibly help.

Consequences of “No-Show” Appointments

- If you no-show to an appointment, you will not be put on our wait list to schedule sooner.
- If you no-show to your single appointment, it is your responsibility to call and reschedule for the next available appointment time.
- If you no-show to an appointment in your treatment plan, all remaining visits in your treatment plan may be cancelled and it is your responsibility to call and reschedule for the next available appointment time(s).

If you miss three (3) or more appointments within a year (365 days) you may be dismissed from the clinic.

1. Patient dismissal is at the discretion of your dental provider.
2. **If you are dismissed from the clinic, your remaining scheduled appointments will be cancelled.**
3. Reapplication to the clinic after a six-month period after initial dismissal letter will be considered by your dental provider.

I have read and understood the HealthWorks “No Show” Agreement as described above.

Patient Signature

Date