



### No-Show Policy for Access Family Dental Clinic

Your dental providers want to make sure that you and other area residents have access to high quality dental care when you need it. To ensure maximum access to dental services for all of our patients, please be aware of the following Appointment Policy:

**Scheduled Appointments:** Although we will make every effort to remind you of your upcoming dental appointment through our automated appointment reminder system, you are ultimately responsible for remembering your appointment date and time.

**Cancelling Appointments:** Automated appointment reminder text messages or calls are generally made two days before your scheduled visit. If you cannot keep your scheduled appointment, you may cancel through the automated reminder system. This will allow us to offer that appointment to another patient. You will need to call and reschedule for another date. It is not necessary to wait until you receive the appointment reminder. You can call to cancel or reschedule. Failure to provide at least 24 hours notice counts as a missed appointment.

**Missed Appointments:** Because of the critical lack of access to dental services in our area, missed appointments are taken very seriously. If you miss one appointment, you will be documented as having a missed appointment. If you miss a second appointment without proper notice within the same calendar year, you will be placed on "work-in status." In order to receive care from our program, you will be given a date by the receptionist that you can come to the clinic. No appointment will be scheduled, but you can wait until you can be worked into the schedule. Being placed on "work-in status" in two consecutive calendar years will result in discharge from Access Family Dental Clinic.

Please talk to any of the dental staff if you have questions about our No-Show Policy.

**By signing below, I understand and agree to abide by this No-Show Policy.**

---

Patient Signature

Date

---

Patient/Guardian Signature *(for patients under 18)*