

Rachel E. Johnson, D.M.D.

Family and Cosmetic Dentistry

513 North Thompson Lane

Murfreesboro, Tennessee 37129

Missed Appointment Policy

- Your scheduled appointment time is reserved just for you. In order to best serve the needs of all of our patients, we make every effort to be respectful of your schedule. In return, we ask that you help us by keeping your scheduled appointments, arriving on time, and notifying us within a **minimum of 48 hours** advance if you are unable to keep your appointment. It is difficult to fill these spots if we do not have appropriate notice, and we cannot get to our emergency patients in a timely manner. Failure to comply with this policy may result in **an \$80 no-show or late cancellation fee**. We understand that situations may arise that make it impossible for you to give 48 hours notice, and each incident will be given individual consideration based on your appointment history.
- **One missed appointment** will be waived as a professional courtesy because we certainly understand that circumstances arise that prevent patients from keeping appointments. It happens to the best of us!
- **Two missed appointments** will result in the patient losing privileges to our appointment times that are in high demand. So, appointments before 10:00 AM and after 2:00 PM.
- **Three or more missed appointments** from you or a family member without proper notice to our office will result in the patient only being able to make appointments on a same day call basis.

I have read and understand this policy. I agree to comply and realize that if I do not, I may be charged.

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