

## **BROKEN APPOINTMENTS CONSENT FORM:**

### **WARNING ABOUT BROKEN APPOINTMENTS!!**

- We will strictly enforce the BROKEN APPOINTMENT protocols listed below.
- If your appointment is still unconfirmed in our system, then we will delete the appointment 48 hours in advance of the appointment date/time.
  - You must confirm your appointment at-least 48 hours prior to the appointment time, if you expect to be seen for that appointment. You can confirm via text message, email or call our office. It is your responsibility to contact the office to confirm the appointment 48 hours prior to the appointment time.
- If a patient fails to show up for a confirmed appointment (or if a minor patient presents without their legal guardian present) then that patient's ledger will be charged for the full fee of \$30 per thirty minutes, for broken appointment fees.
- Furthermore, if the patient is more than 30 minutes late for their confirmed appointment, then we reserve the right to charge for broken appointment fees for that confirmed appointment because we are typically unable to accommodate late arrivals.

### **MEDICAID RULES FOR BROKEN APPOINTMENTS!!**

- Medicaid forbids us from charging broken appointment fees, thus our policy is to immediately and permanently dismiss any patient that has more than 1 broken appointment within a 36 month span of time.
  - These patients will receive a dismissal letter and they will be given a 10 day period to present for emergency examinations only.
  - After the 10 day "emergencies only period" the patient will be switched to inactive status in our system and they will be unable to make appointments in our office.

### **GENERAL WARNINGS – About post-op tooth pain (or severe tooth sensitivity)**

- Dental procedures can cause severe pain in some situations. Even small fillings can cause severe tooth pain in some situations. Routine cleaning procedures (prophylaxis cleanings & periodontal therapies) all use ultrasonic devices that can cause severe tooth pain after the cleaning is done. We use all the best instruments and materials available in dentistry, but still some patients can experience unusual amounts of pain after dental procedures. The patient must accept the risk of this before accepting dental treatment. Most people experience severe tooth pain and sensitivity after ultrasonic cleaning, but the pain usually subsides after a few days. Even a small orthodontic procedure for Invisalign can result in severe tooth pain and sensitivity.

### **GENERAL WARNINGS ABOUT XRAY STUDIES THAT ARE DESIRED BY THE PATIENT :**

- It is the patient's responsibility to request adequate x-ray studies to meet ADA recommendations each year. If the patient fails to request and obtain proper x-ray studies then there may be various forms of infection/pathology that goes undetected. ADA recommends full mouth series every 3-5 years. ADA recommends 4 BW's and 2 PA's every 12 months.

### **GENERAL WARNINGS ABOUT TREATMENT PLAN PROPOSALS :**

- Treatment plans we present are only a prospective list of procedures we think may be necessary. We make no promises or guarantees that additional procedures will not be required. Any additional procedures that are deemed necessary will be charged in-full, to the patient; and the patient must pay in advance of receiving additional therapy towards their treatment goals in our office.
- Thus, implant cases often times require additional bone grafting and/or sinus lifts that will be charged in-full to the patient, when deemed necessary. Root canals may be deemed impossible and then the patient will be required to pay for extractions, bone grafting or implants that are deemed necessary for that site. Some cases begin as a direct (chair-side) restoration, but then the doctor and the patient realize a full coverage crown is also required due to the presence of an open flossing contact. This is because adequate flossing contact with a large chair-side restoration is often impossible to achieve without a crown. The patient will be required to pay the full fees for a crown in a situation like this, because we make no guarantees that our chair-side restorations will provide adequate flossing contact (or adequate protection for the tooth).

### **GENERAL WARNINGS – About night guards**

- No guarantees and no refunds on night guards. We are unable to issue refund if you do not like the feel or fit of your night guard. Once we initiate night guard impressions, we charge the full fee regardless of whether the patient likes their night guard or not. We do not provide any guarantee that you will like your night guard. We charge for our office fees regardless to cover our time, effort and lab expenses.
- We cannot cancel a night guard order after our staff has initiated impressions of the patient's teeth (digital impressions or other forms of impressions, once initiated, will result in our office charging the full fee for night guard fabrication).
- We do not refund night guards due to perceived allergy or other forms of bio-in-compatibility.

RESTON  
FAMILY  
DENTAL  
CENTER