

*Dental Office of
Michael T. Koch, D.D.S.
5931 Stanley Avenue, Suite 2
Carmichael, CA. 95608
916-481-9255*

OUR BROKEN APPOINTMENT POLICY

Unlike many other doctors' offices where you are kept waiting half an hour or more for your appointments, my office policy is not to keep a patient waiting. We do this by not double booking our appointments.

Therefore, broken appointments cause openings in our schedule which might not be filled by another patient.

A "Broken Appointment" is when we receive less than 24 hours notice that a patient cannot keep his or her appointment.

My 30 plus years in practice has shown that most patients do not break more than one appointment for every 10 that they keep. So, no charge will be assessed for a broken appointment if the patient is within this 10% or fewer broken appointment category.

For every broken appointment over 10%, \$50.00 will be charged, which must be paid before another appointment is made. This \$50.00 fee does not cover the overhead of my practice for our time lost, so I believe this is a very fair charge. The fee may be more and is up to the Doctors discretion.

If you let us know more than 24 hours ahead that you cannot make it to your appointment, we will gladly cancel it and schedule a new one. This is not considered a "Broken" appointment.

We understand that schedules can change. We do have an answering machine that you are able to leave a message on 24 hours a day, 7 days a week.

The Doctor, without reason, can terminate our business relationship at any time.

✓ If you have any questions or comments regarding our policies, please feel free to discuss them with Dr. Koch.

Thank You

Print: _____

Date: _____

Signature: _____