

Uptown Family Dentistry
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Missed Appointment Policy

At Uptown Family Dentistry, your time valued. Our doctors, hygienists, and staff strive to see patients in a timely manner. We respect your time and ask that you respect our time and other patients' needs by keeping your appointment. Each appointment slot is important and cannot be recovered if a patient chooses not to keep their appointment. When appropriate, we collect missed appointment fees to ensure that our doctors can continue to see patients. Please keep in mind that each skipped or missed appointment is not just time lost, but also time when other patients cannot be seen.

Please refer to the guidelines below to learn more about our Missed Appointment Policy:

- It is **your** responsibility to provide us with a **working telephone number and/or email address** to allow us to communicate important information, and provide reminders of scheduled appointments. Having a valid telephone number and/or email address is truly important; please help us to maintain your records.
- Effective January 1st, 2019, each missed appointment will be flagged and you will receive a notice by phone that you have missed an appointment. Missed appointments will be recorded in your chart.
- Accounts that accumulate **three missed appointments** may be dismissed from the practice. You will be responsible for finding another dentist to provide your dental care and to sign records release and personally pick up copies if needed. The first copies will be released at no charge to you. A \$35 reprint fee will be charged for any copies needed after the initial release.
- A \$25 missed appointment fee may be charged at the offices' discretion. Please note that the fee will not be billed to your insurance. For patients with Medicaid/Medicare insurance, the DPW/insurance company will be notified and may result in the loss of your benefits. For children, continually missing appointments is considered neglect.
- Any cancellation not made at least **24 business-day hours** before the scheduled appointment is considered a missed appointment and subject to the terms above.
- If you arrive late and the time remaining in your appointment does not allow us to complete your scheduled treatment, this will be considered a **missed appointment** and will be noted in your chart as such. Please remember that communication with our office is critical to providing you with quality dental care.
- If you arrive **more than 10 minutes** late for your appointment, it will be at the **doctor's discretion** whether you can be seen for care at that time or will need to reschedule.
- We understand that circumstances occur that do not allow you to keep your scheduled appointment. If this is the case, please call and discuss this with the office staff as soon as possible. We will waive the cancellation fee for this appointment as long as you do not have history of cancellations. Our schedule fills up quickly, and this will allow other patients to fill those openings.

We make every effort to make certain that you are able to be seen promptly at your appointment time. However, due to patient emergencies or other unexpected incidents, our schedule may occasionally fall behind. If this is the case, we will let you know the status of our schedule as soon as possible.

I have read and agree to the terms of the Missed Appointment Policy.

Patient/Parent/Guardian/Responsible Party

Printed Name

Date