

MEMORANDUM FOR OUR VALUED PATIENTS

FROM: Colony Square Oral & Maxillofacial Surgery

SUBJECT: Broken Appointment Policy

1. Our practice is committed to providing the highest quality care possible for our patients. Often we have a very high volume of emergency and scheduled patients (especially at peak times). Due to the limited amount of time during the day and the number of appointments available, it is our goal to limit the number of broken appointments. Broken appointments not only waste valuable treatment time, they also deprive other patients of timely needed care. This office policy has been initiated to help reduce the number of broken appointments.
2. The following criteria qualify as broken appointments:
 - a. Complete failure to appear at the appointed time.
 - b. Cancellations less than 24 hours prior to appointment time.
 - c. Arriving 10 minutes after an appointment time.
3. The following actions are designed to help reduce the number of broken appointments:
 - a. After the first broken appointment, the individual will be asked to review a copy of our Broken Appointment Policy Memorandum prior to making additional appointments. A copy of the letter will then be filed in the patient's record.
 - b. After the second broken appointment, a member of our Staff will contact the patient to review our policy and document this review in the patient's record. The importance of attending appointments, the limited number of appointment slots and cost of a broken appointment to the practice and other patients will be addressed.
 - c. After subsequent broken appointments, the patient's referring doctor will be notified. Multiple broken appointments may require special consideration before additional appointments will be made.
4. Extenuating circumstances (e.g. car accidents, medical or family emergencies, etc) will be considered on a case by case basis to determine whether or not the above actions are necessary.

Thanks for helping us to better serve you,
Colony Square Oral & Maxillofacial Surgery