



Wisener, Cooper & Fergus, DDS

Dentistry for the modern age
Family • Cosmetic • Reconstruction • Implants

Broken Appointment/ Cancellation Policy

PLEASE KEEP YOUR APPOINTMENTS!

If you are unable to keep an appointment due to unforeseen circumstances beyond your control, please let us know *as soon as possible*.

Our Broken Appointment/ Cancellation Policy is as follows:

- If you are a new patient (having only been seen for an initial exam and x-rays) and fail your first appointment for treatment or a hygiene visit, you will be asked to **PRE-PAY** for any future appointments *before scheduling*.
- If you have received treatment in our office, you will be asked to **PRE-PAY** after two (2) broken appointments.

As a courtesy, we will give you a reminder call to confirm your appointment 48 hours prior to your appointment date. If we are unable to reach you in person, we will leave a message requesting a return call from you to confirm your appointment. If we are not able to reach you (for any reason) or do not receive a call from you, we will assume that you are unable to keep your scheduled appointment time, and the Broken Appointment Policy will apply.

**The Broken Appointment Policy will be strictly enforced.
A broken appointment will be any appointment that is failed or
cancelled with less than 24 hours advanced notice!**

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