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## Broken Appointment Policy Agreement

Due to the increasing number of broken appointments at our dental office, it is necessary to enforce a broken appointment policy effective immediately.

It is the responsibility of the patient (or the parent/guardian, in the case of a child) to notify the dental staff any time they will not be available for their appointment, at least 24 hours prior to the scheduled appointment time. When scheduling two or more patients per family, 48 hours will be required prior to the cancellation of the scheduled appointment.

Every effort will be made to contact patients 2 days before their scheduled appointment to remind them of the time and provide any instructions prior to the appointment.

When the staff is expecting a patient, they routinely prepare the treatment room, instruments, and supplies for the patient's treatment. When the patient does not show up, it results in wasted staff time, supplies and the time that could have been used for other patients. We often have "repeat offenders" who do not notify us and do not show for their appointments. For this reason, we must enforce the following policy.

- \$25.00 broken appointment fee for all appointments scheduled under 1 hour.
- \$50-75.00 broken appointment fee for all appointments exceeding 1 hour.

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I have read and understand the above statement. By signing below, I acknowledge that I will make every effort to notify the dental staff at least 24 hours in advance if I will not be able to make my scheduled appointment.

Please circle one:      Patient      Parent      Guardian

Signature: \_\_\_\_\_

Date: \_\_\_\_\_