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APPOINTMENT POLICY

The staff takes pride in providing quality patient care. Meeting and exceeding the needs and expectations of our patients is our number one goal. In order to do this, we have implemented an appointment policy that promotes fair treatment of all patients with minimal disruption to the daily appointment schedule. Outlined below is our policy regarding late arrivals, appointments cancelled without at least 24 hour notice and missed appointments. We thank you in advance for your cooperation.

LATE ARRIVALS

- Late arrivals disrupt the schedule and inconvenience other patients.
- We encourage each patient to arrive at least 5-10 minutes early for your appointment to allow proper time for financial and medical updates.
- If a patient arrives late for an appointment, the appointment may need to be rescheduled depending on many factors, including the nature of the treatment being performed.

LATE CANCELLATIONS AND MISSED APPOINTMENTS

- *Late cancellations and missed appointment fee:* Patients will be charged \$40.00 per half hour of scheduled treatment. This fee will be applied immediately and must be paid no later than the date of your next appointment.
- *Saturday, evening or early morning (also known as "prime time") appointments:* Prime time slots are highly sought after. To accommodate patients that need these slots, any patient that misses more than one prime time slot, forfeits the privilege of having any more treatment(s) scheduled during these times.
- *Two or more cancelled and/or missed appointments:* If you have incurred two or more missed appointments and/or late cancellations, it may be necessary to take protective measures including temporarily inactivating your file until you are more committed to your treatment. In order to reactivate your file, a \$50 deposit will be required each time you schedule an appointment. This deposit will be credited against the treatment performed unless there is another missed appointment or less than 24 hour notice to cancel an appointment.

**Please note: we will attempt to contact you approximately two days prior to your appointment. This is a courtesy service only. It is the responsibility of each patient to remember his/her own appointment. We strongly recommend that you call back to confirm. This helps to guarantee your appointment date and time.

Signature

Date

Revised: 06/12