



Community Health Connections

We take great care of you!

Dental Appointment – Patient Agreement

Your CHC Dental providers want to make sure that you and other area residents have access to high-quality dental care when you need it. A scheduled appointment is a commitment of time between our practice and you. We have reserved that time just for you. When appointments are missed or cancelled, that time is permanently lost. We work very hard to stay on schedule so that our valuable patients will not spend time waiting. To ensure maximum access to dental services for all of our patients, CHC has implemented the following:

Information Updates:

- If your insurance coverage, phone number, and/or address changes, please let us know as soon as possible.

Scheduled Appointments:

- Although we make every effort to remind you of your upcoming dental appointment by phone, email and/or text message, YOU are ultimately responsible for remembering your appointment date and time.
- You must call to confirm your appointment.
- **Failure to confirm will result in losing your appointment.**

Rescheduling Appointments:

- CHC understands that sometimes situations arise that require rescheduling your appointment.
- If you need to reschedule your appointment, please call CHC at least 24 hours prior to the appointment time to let us know that you will not be able to keep your appointment.

Late Arrivals:

- When we reserve time for you, we require all of that time to provide you with the best quality work possible. When you are late it decreases our ability to accomplish this.
- In the event you arrive late to your appointment, CHC will do its best to accommodate you, but cannot guarantee that you will be seen by the same provider.

Missed Appointments:

- If you miss a scheduled appointment or cancel within 1 hour, a missed appointment will be recorded in your dental chart.
- If the appointment missed was scheduled for 60 minutes or more, you will no longer be given a long appointment.
- If you miss 3 (three) appointments without calling to cancel or reschedule without adequate notice, you will no longer be given priority scheduling.
- You will be placed on a "Walk-In Status Only". This means that you can arrive at any CHC location during regular business hours and will wait for the first available provider.
- You are still eligible for true dental emergency care – *Please note that true emergencies involve infection, swelling and/or pain that awakens or keeps you up at night.

I understand the Dental Appointment – Patient Agreement and agree to follow the terms as stated above.

Patient / Legal Guardian Signature: _____

Date: _____

Patient Name (Please Print): _____

Date of Birth: _____

2/2019