

Miami County Dental Clinic

Miami County Dental Clinic "No Show" Policy

The Miami County Dental Clinic has a policy on cancelling appointments, being late to appointments, and "No Shows". This allows to help as many patients as possible.

Here are some definitions that may help you:

Cancellation: Calling the center before your appointment time and telling the staff you cannot make the appointment.

Late to Appointment: You are late if you arrive more than 8 minutes after your appointment time.

No Show: Not coming to a scheduled appointment and not calling the Clinic to tell us. This also includes being more than 8 minutes late to your appointment.

What will happen if I have a "No Show"?

Each time you are a "No Show" it will be marked in your file.. If you have 3 "No Shows" in a 6 month time frame, you will be sent a letter of dismissal. This means you may no longer come to the Clinic for care. If this happens, you will need to go to a meeting with the Executive Director or Office Manager before you can come back to the clinic. If, after your meeting, you have another "No Show" in the first 3 months or have 3 "No Shows" in a 6 month period, you will again be discharged from the Clinic and will not be allowed to return.

What happens if I am 8 minutes late?

If you arrive more than 8 minutes after your appointment time you may be required to make another appointment. If another slot opens and you wish to wait, we will schedule you for that time.

Special note about Younger Patients

Regular medical care is very important for children. Caregivers of our young patients are held to the same "No Show" policy. Should you fail to keep appointments, Children's Services may be called to notify them of the situation.

If you have any questions..... please ask

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Signature and Date _____