

Letter Explaining No Charge for Broken Appointment in a General Practice—for Patients Who Repeatedly Break Appointments

Dear Patient,

We missed seeing you for your scheduled appointment on _____ at _____ AM or PM for _____ (treatment scheduled).

We do not currently charge for broken appointments, and we hope to avoid doing so. They are, however, very costly for the practice. Dr. Doe and his assistant set aside special time to care for you; and medicaments, instruments, and equipment were prepared, ready for your treatment. (Or mention that the hygienist had saved special time and prepared to see the patient.)

We appreciate your choosing our office for your dental treatment, and we work diligently to give you the best care available in a timely manner. We respectfully request that you make every effort to keep all appointments or call our office at least 24 hours prior to reschedule. We will be happy to reschedule your missed appointment before the delay in treatment causes more extensive problems. Please call our office today.

Sincerely,

Dr. John Doe

Note: Some dental practices choose to charge for broken appointments, informing the patient of that fact after the initial examination appointment or at the time each appointment is made. Other offices prefer to send an email or a note via USPS mail to the patient who frequently breaks appointments with some version of the above message.

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