

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

Dear Parents,

Please make every effort to keep your child's appointments at the time scheduled. Kept appointments help us serve you better.

Each time a patient is scheduled for a procedure, whether for a recare examination, sealants, extensive restorative treatment, or orthodontic care, specific instruments and medicaments are prepared, assistants are assigned, and time is set aside. Such preparation goes to waste when an appointment is broken.

Currently, we do not charge for broken appointments, as many practices do; nor do we want to use that protocol. However, you are missed when an appointment is broken or cancelled at the last minute. Please notify us as soon as possible if you cannot keep an appointment so that time may be given to another patient. Thank you.

Sincerely,

Dr. John Doe