

Susanne P. Jackson & Tamara C. Samuelson Dental
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BROKEN APPOINTMENT POLICY

We strive to provide prompt service to our clients and value our client's personal time. We do not overbook clients in anticipation of no-shows or last minute cancellations therefore, it is important that you make every effort to keep your scheduled appointments. We understand that last minute changes in your schedule may be unavoidable and we will try to accommodate those changes if possible. However, when appointments are scheduled we ensure that our staff is reserved and an operator is prepared to your specific appointment requirements. Broken appointments add to the cost of providing care for all our patients.

As a courtesy, we attempt to remind patients by telephone or email of upcoming appointments. If we are unable to reach you, your appointment card or your personal calendar where you have made note of your appointment will serve as confirmation of your appointment and implies your obligation to be present.

If you fail to show for your appointment without proper cancellation notification, we reserve the right to charge a broken appointment fee of \$50.

If you have any questions concerning this policy, they should be addressed to our office manager or Dr. Susanne Jackson.

Thank you for your cooperation.

Dr. Susanne Jackson and Dr. Tammy Samuelson