



Appointment Policy

Our philosophy: At Biloxi Family Dental Care, our appointment policy is based on Dr. Teets' treatment philosophy, so when you have an appointment, that slot is reserved exclusively for you – and you alone. Treating one patient at a time allows Dr. Teets to focus on you and your care while respecting your time and keeping on schedule. We do **NOT** double book or overbook appointments. Many other offices overbook to defray the costs of missed appointments. Unlike them, we do not overbook; instead we depend on you to keep your scheduled appointments.

To make it easy to remember, our appointment policy has only one rule: **please give us a minimum of 48 hours' notice to cancel or change an appointment.** We must speak to you. We cannot accept a cancellation or rescheduling request via text or e-mail.

Broken appointments include failing to show up for an appointment, cancelling with less than 48-hours notice, and arriving too late to complete an appointment.

Sometimes “life happens” and patients aren't able to give a 48-hour notice to cancel or reschedule. With that in mind, here is how we deal with **broken appointments:**

- The first time there is a “no-show” or late cancellation, it will be documented in your chart.
- The second time will result in one of the following:
 - Paying a refundable deposit* before scheduling care
*Fully refundable as long as you give 48-hrs notice for a cancellation/change.
 - Being placed on a “Same Day Appointment Only” List
- The third time will result in one of the following:
 - Pre-paying for treatment**
**Fully refundable as long as you give 48-hrs notice for a cancellation/change.
 - Being limited to emergency care only for 6 months
 - Possible discharge from the practice

******We reserve the right to assess a broken appointment fee (minimum \$50.00.)******

Appointment Reminders and Confirmations: As a courtesy, we will send you reminders of your appointments. Beginning 7 days out, we will send you text message and e-mail reminders. We will also begin calling at least 72 hours out if you have not confirmed your appointment. To confirm, you can call the office or respond to the text or e-mail. Please understand that we may not be able to hold your appointment time if you do not confirm the appointment.

Arriving Late: Late arrivals cause us to run late for other patients. Please understand that arriving after your appointment time may result in rescheduling your appointment. We do understand that unexpected events and emergencies can happen. Please let us know as soon as possible that you cannot be on time. If it doesn't interfere with another patient's appointment, we will be happy to accommodate you.