



Metropolitan Dental Care

Appointment Policy Agreement

Metropolitan Dental Care is dedicated to providing quality care to our patients and is pleased to reserve an appointment time exclusively for you. For your convenience, we will make every attempt to meet the needs of your personal schedule.

We reserve time exclusively for each patient and ask that you make every effort to attend your reserved dental appointment. If you find that you cannot keep your appointment, we require a minimum 2 business days notification. This allows your reserved time to be made available to other patients in need of treatment. To notify us of any change, please call our office during business hours.

We understand that there are unforeseen circumstances that cause reserved appointments to be missed without 2 business days notice; we certainly want to make provisions for this within our policy. In order to make this provision, as well as to maintain the most efficient schedule for all of our patients, our appointment policy is as follows:

- As a courtesy, our staff attempts to confirm appointments one week before the reserved date and time by method of text and/or email. If we do not receive confirmation, we will call two days before the reserved time. We will call a second time, 24 hours prior, if we have not received confirmation.
- Late arrivals cause schedule delays for those patients who arrive promptly at their appointment time. Late arrivals will be worked into the schedule if time allows or re-appointed to another day.
- Patients who don't show up for their appointment or reschedule without the required 2 business days notice will be reminded of our policy and rescheduled as their providers schedule allows.
- Should the second consecutive appointment be broken without the required 2 business days notice, the patient will be offered same day appointments only and will be notified when their provider has last minute openings available.
- Should the third consecutive appointment be broken without the required 2 business days notice, the patient will be required to supply up front payment for the rescheduled services. Metropolitan Dental Care will apply the deposit towards services, as long as the rescheduled appointment is honored or rescheduled within the required 2 business days. If a patient has dental insurance, the difference will be credited to the patients account once insurance payment has been received. Please note: Should the third consecutive appointment be broken without following the above guidelines, the patient agrees to forfeit the full deposit.

Thank you for understanding and respecting our policy!

Patient/Guardian Signature

Date

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