

Kathy Malinovska DDS
5920 Evergreen Way Suite E
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BROKEN APPOINTMENT POLICY

When you reserve a time with us, please make every attempt to make your appointment. We do not “double book” as many offices do. This time is set aside specifically for you. Prior to your dental appointment you will receive a text message or a phone call to confirm your appointment if you have opted out of receiving text messages. Please text or call us **2 BUSINESS DAYS** prior to reserved time to confirm your appointment with us.

We have a **2 BUSINESS DAY** cancellation policy. If you need to change or reschedule your reserved time with us, please give us at least a **2 BUSINESS DAY** notice so that we will be able to fill this time with others waiting for treatment. If your appointment time with us is on Monday, please confirm with us by 2:00 p.m. on Thursday. If you cancel, fail to show for your confirmed appointment, or you arrive excessively late and treatment cannot be completed as planned, we recover our lost opportunity and associated costs for having our Staff on standby with a **Broken Appointment Fee (\$50)**. If you have **THREE** broken appointments, we reserve the right to dismiss you as a patient and ask that you seek treatment at another Dental Practice. Thank you for understanding this policy.

LATE ARRIVAL

If you are over 15 minutes late for your appointment, we reserve the right to reschedule your appointment for a later time. The Broken Appointment Fee of \$50 will apply to this as well. Please understand that we strive to stay on time for your appointment as well as those patients that follow you. By signing below, you have read, and understand this agreement.

Signature of Patient or Parent/Guardian

Date