

**Appointment Protocol for
Jennifer O. PO, D.M.D.**

Our Teeth, Our Health
1641-A Manheim Pike
Lancaster, PA 17601
717-569-7319

We want our patients to know how much we appreciate having you as part of our dental family. In an effort to provide the highest quality dentistry at affordable prices, we request 48 hours notice for any schedule changes that you may need in the future. Our office understands that sometimes emergency situations arise and we will handle each circumstance on an individual basis. We would like for our patients to understand that missed or broken appointments are hurtful in many ways. First and foremost, they delay your treatment and our ability to keep your oral health at optimum levels. Missed appointments may also prevent another patient, who is in need of treatment, from getting necessary care in a timely manner. In order for us to provide you with high quality dentistry at affordable prices, we must reduce the amount of missed appointments and no-shows. With this in mind, we want you to be informed of our appointment policy so there are no misunderstandings in the future.

We require 48 hours notice for all cancellations or changes in the schedule. Each patient may miss one appointment, due to an emergency without 48 hours notice, in an 18 month period. After a second broken appointment occurs we will not pre-appoint you for any future appointments without a credit card. Should you miss this appointment, your credit card will be charged \$50 for a hygiene appointment and \$75 for an appointment with Dr. Po. A third missed appointment will result in your dismissal from our practice. We will be happy to forward your records to a dentist whose hours better fit your schedule.

Thank you for your cooperation. We remain committed to your oral health.

Signature of Patient or Legal Guardian

Date
