

PATIENT APPOINTMENT ATTENDANCE POLICY

As a new or returning patient at The Ohio State University College of Dentistry (CoD), it is important for you to be aware of our Patient Appointment Attendance Policy.

Our policy states the following:

1. Patients must cancel all surgical dental appointments at least two (2) business days **prior to** their scheduled appointment time.
2. Patients must cancel all non-surgical dental appointments at least one (1) business day **prior to** their scheduled appointment time.
3. If a patient does not cancel a dental appointment as required above, said appointment will be considered a **Failed Appointment**.
4. Arriving for an appointment fifteen (15) minutes beyond the designated appointment time will be considered a failed appointment.
5. Individuals are expected to abide by the following **Failed Appointment** guidelines:
 - Patients with non-surgical appointments will be dismissed after the third failed appointment in the CoD clinics within a twelve (12) month period;
 - Patients with surgical appointments will be dismissed after the second failed appointment in the CoD clinics within a twelve (12) month period;
 - Patients with general anesthesia appointments will be dismissed after the first failed appointment in the CoD clinics within a twelve (12) month period;
 - Patients receiving active Orthodontic care will be dismissed after the third failed appointment and patients receiving retention Orthodontic care will be dismissed after the second failed appointment within a twelve (12) month period;
 - Patients receiving care in the Upper Arlington clinic will be dismissed after the second failed appointment within a twelve (12) month period;
 - Patients scheduled for consultation appointments in the Oral & Maxillofacial Surgery (OMFS) division will be dismissed after the second failed appointment within a twelve (12) month period; and,

Should an individual accumulate the above referenced **Failed Appointments** during their time as a patient at the CoD, the CoD considers this to be grounds for patient dismissal. Being dismissed as a patient means that you will no longer be allowed to return to any clinic within the CoD for your dental care.

X

Patient/Parent/Legal Guardian/Representative

Date: