

# Great Lakes Dental Center PC

## OCR NOTICE OF NONDISCRIMINATION

Great Lakes complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

### **Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-712-336-3037 (TTY: 1-712-336-3037).

### **繁體中文 (Chinese)**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-712-336-3037（TTY：1-712-336-3037）

## POLICY: BROKEN APPOINTMENTS

**SUMMARY:** To have a system in place that will assist in reducing the incidence of broken appointments.

### **DESCRIPTION:**

1. An appointment is considered broken if the patient (1) does not show up for the appointment, (2) arrives 15 or more minutes late to the appointment, or (3) cancels the appointment with less than 24 hours<sup>9</sup> notice. If a patient is 15 minutes or later for an appointment, it will be considered a failed appointment and that patient will not be seen unless there is an emergency.
2. If a patient breaks an appointment, the patient will be allowed to reschedule once more.
3. If a patient breaks an appointment for a second time, the patient will not be allowed to schedule and will be seen for emergency walk-in treatment only for 12 month period after the second broken appointment. The patient may be allowed to schedule an appointment after 12 months has lapsed since the second broken appointment.
4. If family members schedule consecutive appointments together and break the appointments, they will no longer be allowed to schedule consecutive appointments. Appointments will need to be made on separate days.
5. New patients need to be at least 10 minutes early to fill out paperwork and verify insurance.
6. Exceptions may be made to the cancellation policy in the case of extenuating circumstances (hospitalization), but it will be reviewed by and is at the discretion of the dental team.

By signing this document, I acknowledge The OCR Notice of Discrimination. I am agreeing that I understand and will abide by this broken appointment policy. I have had the chance to ask questions about the policy.

Patient/Guardian Signature: \_\_\_\_\_