



## Appointment Policy

When an appointment is scheduled for you or your child at Kennell Orthodontics, we reserve doctor and staff time, prepare treatment rooms, and arrange instruments and materials specifically for your care. When appointments are missed, cancelled late, or patients arrive too late to be seen, these reserved resources cannot be used for another patient. This results in lost time for our team and can delay care for other patients.

To ensure we can provide timely and high-quality care to all of our patients, the following are considered broken appointments:

- **Missed Appointment:** Failure to arrive for a scheduled appointment without notice.
- **Late Cancellation or Change:** Any appointment that is cancelled or rescheduled with less than 24 hours' notice.
- **Late Arrival:** Many orthodontic appointments are only 15–30 minutes long. If you arrive late and we are unable to complete your scheduled treatment, the appointment will be considered a broken appointment and may need to be rescheduled.

All broken appointments are subject to a broken appointment fee based on the length of the scheduled visit. **Appointments scheduled for 15–30 minutes will incur a \$50 fee, and appointments scheduled for 45–60 minutes or longer will incur a \$100 fee. This fee will be automatically applied to your account and must be paid prior to scheduling your next appointment.** Broken appointment fees are not billable to insurance and are the responsibility of the patient, parent, or legal guardian.

We appreciate your cooperation and understanding, as this policy helps us respect the time of our doctors, staff, and patients.

My signature below confirms that I understand and agree to the Kennell Orthodontics Broken Appointment Policy, including missed appointments, late arrivals, and cancellations or changes made with less than 24 hours' notice. I acknowledge responsibility for any broken appointment charges applied to my account as a result of these actions.

Patient Name (Print): \_\_\_\_\_

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

Date: \_\_\_\_\_