



Dr. Ferreira's Appointment Policy

Dr. Ferreira is known for his exceptional dental care and service, and is committed helping you keep your teeth and gums healthy for life. To best serve you, we work very hard at managing reserved appointment times for patients of Dr. Ferreira and our hygienist Denise. We utilize policies that allow us to provide our patients with the exceptional care and service you have come to expect. **Dr. Ferreira and Denise have a full schedule every day. We have a waiting list for dental hygiene appointments with Denise, and an obligation to offer any available appointment times to those patients who need appointments.** When patients do not provide sufficient notice to cancel an appointment, it prevents us from seeing other patients who are waiting and needing to be seen.

Below is our policy on reserving appointments with Dr. Ferreira AND Denise, our hygienist. Please read them so you are familiar with them. We thank you for your understanding and cooperation, and we sincerely appreciate you for being a part of the Sonrisa Dental family!

When Making an Appointment with Us:

1. Please **reserve appointment times most likely to work with your schedule so that you have no trouble keeping them.**
2. **Put your reserved appointment time on your calendar/schedule, and make every effort to schedule other things around it.**
3. **Confirm your appointment with us AT LEAST 48 hours ahead.** It's easy to confirm by responding to the email or text you receive from us, or call 455-2176. You must call to reschedule!
4. **Keep the appointments you make** so you don't fall off your recommended hygiene maintenance and treatment schedule. This is the best way to ensure your optimal dental health!
5. **Reschedule only when absolutely necessary.** If you must reschedule, we ask that you do this by phone AT LEAST 48 hours before your appointment. We cannot reschedule via text or email.
6. **Broken Appointments without 48 hours notice will be assessed a \$50 broken appointment fee.** For patients with 2 or more broken appointments without 48 hr notice, Dr. Ferreira reserves the right to treat you only on a same-day basis, or require payment for your appointment prior to being seen. If you consistently miss your appointments Dr. Ferreira may recommend you find another dental provider that better suits your scheduling needs.
7. **Please arrive at your scheduled time—we will be waiting for you!** If you run late, call to advise us as soon as possible. If you are late, you will be seen if/as our schedule permits. Very late arrivals will be rescheduled and charged a broken appointment fee.

Thank you for your understanding and cooperation! We strive to provide prompt and friendly service to all of our patients and keeping to the above assists us greatly in doing so.

Signature _____ Date _____