



Tye Family Dentistry

Appointment Policy

Because mutual understanding is the basis for good relationships, it is important for you to understand the nature of our office policies related to appointments. These policies are outlined in detail below.

Office Hours

Monday: 8:00am-1:00pm and 2:30pm-7:00pm
Tuesday: 9:00am-12:30pm and 1:30pm-5:00pm
Wednesday: 8:00am-12:30pm and 1:30pm-5:00pm
Thursday: 8:00am-1:00pm and 2:30pm-7:00pm
Friday: 8:00am-1:00pm
Saturday (every other): 8:00am-1:00pm

Appointments

Except in the case of emergencies, appointments are required for all treatment. Walk-in patients will be seen if time allows and will not infringe on care for patients with scheduled appointments. Every effort is made by the staff to see patients in a timely manner and inform patients if there is a need to change or adjust their appointment time. Please be as specific as possible when scheduling your appointment to help us schedule the proper amount of time necessary for your care.

Appointment Reminders

After scheduling your appointment, you will receive confirmation by either text message or email to the phone number or email address you designate. The automated text service will also notify you of upcoming appointments. To confirm those appointments, simply follow the instructions. This usually means replying "C" to confirm your appointment. Another reminder will be sent 1 week before the scheduled appointment, then 2 days before the scheduled appointment. Although we make every effort to contact you before any appointment, it is ultimately your responsibility to ensure that you will be at your appointment unless other arrangements have been made in advance with our office.

Cancellations/Failed Appointments

Our goal is to provide high quality care to our patients and respect their schedule as well. In fairness to other patients, and the staff, we require advanced notice when changing or cancelling an appointment.

When you schedule an appointment, we reserve that time and prepare in anticipation of serving you. If you need to reschedule, we kindly request that you contact us at least 24 hours prior to your appointment. We understand that conflicts arise; however, failing your appointment or canceling without adequate notice will result in a warning. Upon the second failed appointment, a \$55.00 fee will be charged.

Patients who continue to fail their appointments and/or cancel without notice may be dismissed from the practice and asked to find another dentist.

Late/Tardy to Scheduled Appointments

It is important to be on time for your appointment. Arriving 10 minutes or more after your scheduled appointment time will result in having to reschedule and will count as a failed appointment against you.

Emergency Appointments

If you have what you believe to be a dental emergency, please contact the office as soon as possible so that we can properly assign an appointment time to handle your problem. If after hours or a weekend, call the office and press #3. The doctor on call will be named along with a phone number to contact them. If the on call doctor needs to see you at the office after hours, a \$50.00 emergency fee will be charged in addition to any treatment that is started.

New Patient Appointments

Any new patient that has a scheduled appointment and fails to show or cancels without proper 24-hour notice for the initial appointment will not be rescheduled.

Multiple Appointments for Family Members

We try to accommodate requests to have several family members seen on the same day in concurrent or successive time slots. Please be aware, however, that for each family member that is unable to keep his or her appointment (without advance notification as noted under the Cancellation/Failed Appointments heading above), charges will be assessed after the first occurrence. If failed appointments continue in a family, we reserve the right to schedule family members separately or refer to another practice.

Scheduling Appointments for Others

We prefer that our patients (over the age of 18) make their own appointments to prevent any miscommunication regarding date, time, or treatment to be provided. If you wish to schedule an appointment for a spouse, older child, elderly relative, etc., please advise that they are subject to all the rules and expectations of appointments made personally. Please be sure that the patient(s) for whom you are making the appointment(s) understand they must keep the commitment you are making for them.

Prime Appointment Times

We understand that our patients must schedule their dental treatment around their normal daily routines. These appointments are referred to as prime-time appointments and are usually difficult to schedule because of the high demand. We define these appointments as 5pm or later and any time on Saturdays. If you fail your prime-time appointment without proper notice, you will not have the ability to reschedule during these times.