

## APPOINTMENT POLICY

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Here at Arkansas Oral & Maxillofacial Surgeons (AOMS) we strive to provide the best care possible for our patients. To do that, we have created an Appointment Policy for every patient to follow. This policy serves as a guideline when it comes to making or changing your appointment. As a patient of AOMS, it is your responsibility to adhere to the Appointment Policy.

### CONFIRMING APPOINTMENTS

Scheduled appointments should be confirmed **2 weeks prior** to appointment date. Most surgical appointments require you to call and speak to our staff to confirm. You will receive text message reminders starting 2 weeks before your scheduled appointment asking you to confirm.

**\*\*If you have not confirmed by at least 1 week prior to your scheduled appointment date, your appointment will be cancelled\*\***

### CANCELLING OR RESCHEDULING APPOINTMENTS

If needing to cancel/reschedule your appointment a **48 hour notice is required.**

**\*\*Two or more cancellations/reschedules without a 48 hour notice may result in patient dismissal\*\***

### NO SHOWS

A no show is defined as a patient who does not show to an appointment and no notice was given.

**\*\*Two or more no shows may result in patient dismissal\*\***

### LATE ARRIVALS

If arriving later than 15 minutes past your scheduled appointment time, your appointment may be rescheduled. All late arrivals are subject to the doctor's availability for that specific day.

**\*\*Three or more reschedules due to late arrival may result in patient dismissal\*\***