



DENTAL CLINIC

## Nisqually Tribe Dental Clinic Patients

Your attention please...

### New Broken Appointment Policy Effective 4/15/14

We understand that things can come up unexpectedly that requires patients to miss their dental appointment. We would like our patients to give us 24 hour notice, whenever possible, if they cannot keep an appointment. This courtesy will allow us time to fill our schedule with another patient. Due to a high demand for dental appointments by the native community within Thurston County, Nisqually Tribe Dental Clinic has a new policy regarding missed appointments. Regretfully, this decision had to be made by management to better serve its community members.

**Policy: If you have 2 broken appointments in a 12 month period, you will not be able to make a dental appointment for a period of a year from the date of second broken appointment date.\***

Our patients' dental health is our main concern. Providing services in a timely manner is **critical** to accomplish that goal. The appointment you schedule for treatment is reserved for you and your treatment only. When you fail to keep your appointment without providing us adequate notice, it's impact is two-fold. It is a lost opportunity for you to receive treatment as well as without proper notice for us to get someone else in your place, it's a lost opportunity to someone else in the community, too.

Cancellation or rescheduling of an appointment with less than 24 hours notice– will be considered a broken appointment. If you do not show up for a scheduled appointment or if you are more than 10 minutes late– it will be considered a broken appointment.

It's okay if you need to reschedule! We just ask that you call and let us know in advance, you can even leave a message after hours. Thank you for your support and trust in the Nisqually Dental Program.

**360-459-5312 (ext 2111)**

There is a comment box located in the Health Clinic's lobby. We encourage you to share any positive or negative feedback with us.

\*Any enrolled dental patient will receive an appointment if in pain.