



ALASKA BRACES, DR. HOBSON DDS, MS, PC

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BROKEN APPOINTMENT POLICY

When you reserve a time with us please make every attempt to make your appointment. We do not "double book" as many offices do. This time is set aside specifically for you. 24 to 48 hours prior to your appointment you will receive a text message or a phone call if you do not wish to receive text messages. When you receive this message, please call, text or email us to confirm the time that you have already reserved with us.

We have a 2-BUSINESS.DAY cancellation policy. If you need to change or reschedule your reserved time with us, please give us at least a 2-BUSINESS DAY notice so that we will be able to fill this time with others waiting for treatment. If your appointment time with us is on Monday, please confirm with us by Thursday, etc. If you cancel, fail to show for your confirmed appointment, or you arrive excessively late and treatment cannot be completed as planned, we will reschedule you. If you arrive late three times in a row we will charge you a \$25 rescheduling fee.

This may sound harsh, but please understand that if you have TWO broken appointments, we reserve the right to release you as a patient and ask that you seek treatment at another Orthodontic Practice. Thank you for understanding this policy.

LATE ARRIVAL

If you are over 15 minutes late for your appointment, we reserve the right to reschedule your appointment for a later time. The Rescheduling Fee of \$25 will apply if it is three times in a row. Please understand that we strive to stay on time for your appointment as well as those patients that follow you. By signing below, you have read, and understand this agreement.

Signature

Date