

Appointment Standard

Changes in Scheduled Appointments

It is an honor to know and serve you and your families. In our commitment to delivering the high level of service that you have come to expect from us, we take great care in designing a schedule which allows us the right amount of time to dedicate to you.

Inability to keep your scheduled appointment without appropriate notice, prevents us from serving another patient.

While we understand that extenuating circumstances might arise which preclude your ability to keep your scheduled appointment, we respectfully request that you notify our office with a 2 Business Day notice when you need to make a change. (For Monday appointments, please contact us no later than the previous Thursday before 5:00pm.)

Effective January 1, 2022, our office will implement a \$50 fee for all appointments broken or rescheduled with less than a 2 Business Day notice.

Thank you for your understanding and cooperation. We look forward to serving you.

Scheduling Multiple Family Members

For your convenience, we allow block scheduling of multiple family members as long as you ensure that all keep their appointment. You must guarantee our scheduling staff that if one family member cannot keep their appointment; the others will still keep their appointments. Failure to comply will result in loss of block scheduling privileges for all.

Timeliness

We greatly appreciate timeliness, but do understand that there are often circumstances which cause us to be late. If you are running late, please call our office to notify us of your anticipated arrival time, so that we might accommodate the other patients. If you are more than 15 minutes late, we might have to alter your appointment time or reschedule you.

Please be aware that we provide emergency services on a daily basis, and therefore have times when we might find ourselves behind schedule, thus causing you to wait. Rest assured that we will make every effort to inform you and minimize the delay, as we give our scheduled patients top priority. In the event that your available time is limited, please kindly inform us of this, and we will address your needs to the best of our ability.

Cell Phone Policy

As a courtesy to other patients and in an effort to maintain our schedule, we request that cell phones be put away while the doctor, hygienist or assistant is in the treatment room with you.

Emergency Call

Specific instructions for emergency services will be listed on our office answering system. Dr. Carter may be reached by call or text message at 833-206-3573 or the Emergency contact form on our website.