



## Late Patient Policy

Oral and Facial Surgery Group values all of our patients. We appreciate the busy pace of your lives and respect the fact that your time is precious. With your cooperation, we can improve our ability to make your visits with us more efficient, enjoyable and stress free. If a patient arrives more than 15 minutes late and other patients are waiting or scheduled to be seen, we assess how accommodating that patient will affect other patients. Patients who arrive on time are prioritized over those who arrive late. Calling to notify us that you are running late helps us accommodate a late arrival better, but does **not** alter the late arrival policy.

Why do I have to run on time if the provider doesn't always run on time?

We ask our patients to arrive on time, and enforce our late policy, as late arrivals affect the entire schedule. For example, if our first patient of the day arrives 15 minutes late, it is impossible to get back on schedule for the remainder of the day. We certainly cannot make up that time by short-changing subsequent patients. Dental Emergencies also affect our schedules. As Dental providers, some dental emergencies require us to perform procedures that are unforeseen. These situations can cause a provider to run behind.

## Surgery Patients

If a patient has **NOT** followed the fasting policy, surgery **WILL** be rescheduled to a later date in order to protect the patient from possible life-threatening complications.

Appreciatively,

Doctor Nick and Staff of Oral and Facial Surgery Group

Patient signature: \_\_\_\_\_ Date: \_\_\_\_\_