

Ballard Family Dentistry

Appointment Scheduling Process

In order to better serve our patients and improve access to our dentist, we have implemented a new appointment scheduling process. Our goal is to reduce the delays associated with scheduling an appointment and the delays in the office once you arrive for your appointment. Expected benefits for our patients include:

- Less time on the phone making the appointment
- Less time between the request for the appointment and the appointment date
- Fewer check in “hassles”
- Pt not having to wait in reception area

You can help us make your appointment-scheduling, visit, and experience a pleasant one by:

- Calling our office directly at 206-781-9204 to obtain an appointment. The staff is friendly, fast, and knowledgeable about our schedule and the needs of our patients.
- **Arriving at our office 10 minutes early for your appointment.** Be prepared to provide us with any address and insurance updates, and pay required co-pays before your appointment. **If you are a new patient, please arrive 15 minutes** prior to your appointment to allow sufficient time to complete the registration process before seeing your dentist. **Please note: patients who are late for their appointment may need to be rescheduled.**
- **Calling 48 hours in advance** to cancel or reschedule your appointment if you are unable to keep it. Failure to provide sufficient notice may result in a **\$75 per hour fee** being charged to your account.

We appreciate the opportunity to serve your dental care needs. We welcome any suggestions or comments on how we may be able to serve you better.

Thank you

PATIENT’S COPY