



YORKTOWNE DENTAL FAMILY PRACTICE
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GENERAL PRACTICE

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Appointment Policies

APPOINTMENT POLICIES

The Doctors at Yorktowne Dental Practice prefer to reserve specific time in their schedule for each patient's dental treatment. By scheduling this way, the Dentist can focus and give his best professional effort to each patient. The Doctors at Yorktowne Dental do not want to double schedule their patients for the same appointment time like Medical Doctors. Scheduling in this way may result in patients having to wait up to an hour or more past their appointment time to be seen. To ensure that our patients can be seen at their scheduled time the following office policies have been established.

- Yorktowne Dental requires a minimum of 24 hours notice to reschedule an appointment that is scheduled for 45 minutes or less.
- Yorktowne Dental requires a minimum of 48 hours notice to reschedule any appointment that is scheduled for more than 45 minutes.

After a patient does not give proper notice to cancel a reserved appointment on two occasions, Yorktowne Dental will assess a **\$30 Thirty Dollar Cancellation Fee** for any subsequent canceled appointment for which proper notice is not given. The patient may, however, choose to be scheduled from the *Doctor's Call List*.

If a patient is not able to give proper notice of cancellation for any evening appointment, Yorktowne Dental will not be able to reserve a specific time for another evening appointment. The patient may, however, reserve an appointment time with their Doctor during the weekday hours or the patient may be scheduled from the *Doctor's Call List*.

The *Doctor's Call List* is a list of the patients that need an appointment as soon as possible or that have specific scheduling preferences and/or needs. Patients on this list are offered the appointments that other patients give up with proper notice. The patients from the call list are contacted when these appointments become available and are given an opportunity to reserve that time for themselves. The patient on the *Call List* may choose to take the appointment being offered or stay on the *Call List* until another appointment becomes available which better suits their needs.

ARRIVING LATE FOR AN APPOINTMENT

If the patient arrives late for an appointment, the receptionist will contact the Doctor and find out if there will be enough time to complete the dental treatment.

- If the Doctor believes the treatment can be completed without running late into the next patient's scheduled treatment time, the scheduled treatment will be completed.
- If the Doctor believes that the treatment cannot be completed within the patient's allotted time, the treatment will be rescheduled for another time so the patient scheduled next will not have to wait.

Patient Name _____ Patient Signature _____ Date _____

