

## BROKEN APPOINTMENT POLICY

Cascade Dental Group  
Ekaterina Malinovska DDS  
3802 Colby Ave, Floor 4  
Everett, Wa 98201  
(425)355-2330

When you reserve time with us, please make every attempt to make it to your appointment. This time is set aside specifically for you. Prior to your dental appointment you will receive a text message or phone call to confirm your appointment. If you have opted out of receiving messages, PLEASE call us 48 HOURS PRIOR to your reserved time to confirm your appointment. If you have an appointment on a Monday your cancelation request must be received before 2pm the Thursday before your appointment, to allow us time to fill the schedule.

We have a 48-HOUR cancelation policy. If you need to change or reschedule your appointment day and/or time, please give at least 48-HOURS notice so that we will be able to fill this time with others waiting for treatment. If you cancel, fail to show up for your confirmed appointment or if you arrive excessively late and treatment cannot be completed as planned, we will recover our lost opportunity and associated costs for having our staff standby with a Broken Appointment Fee (\$100.00). We will charge the broken appointment fee on the SECOND missed appointment. If you have THREE broken appointments, we reserve the right to dismiss you as a patient and ask that you seek treatment at another dental practice.

### 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 BROKEN APPOINTMENT FEE may apply to late arrivals as well. Please understand that we strive to stay on time for your appointment as well as those patients that follow you. By signing below, you are attesting that you have read and understand this agreement in its entirety.

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Signature or Patient or Parent/Guardian

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Date

*Thank you for your continued loyalty to Cascade Dental Group.*