

# Why We Ask You to Confirm Your Appointment



We get it—you never miss an appointment. Once you’ve scheduled, you’re committed to it.

But life gets in the way and even the best laid plans are forgotten, including the important dental check-up. This is why Surf City Dentist uses a patient reminder system providing a convenient and simple tool to help you remember your next dental visit. To ensure you’re properly confirming your appointment, and why we ask you to do so, keep reading.

How our patient reminder system works:

1. You will receive a text or email notification to “Add to Calendar” one hour after your appointment is made.
2. Courtesy Reminder: One month prior to your appointment you will receive a text or email reminder that you have reserved an appointment in our office. If the time is **NOT** convenient, please call our office right away to reschedule your appointment. If you have new dental insurance, Please call the office so that we may verify your eligibility prior to your appointment.
3. Appointment Confirmation: One week before your appointment, you will receive a text message, email, or phone call asking you to confirm that you plan on attending your upcoming visit.
  - a) To confirm, **you must respond** to the prompt in either the text message, email, or by calling the office.
    - By text, simply reply with the letter C
    - Via email, click on the “Confirm” button and your appointment is saved.
  - b) On the day of your confirmed appointment, you will receive a courtesy reminder three hours before the appointment time.
4. **If the appointment remains “unconfirmed” 48 hours prior to the scheduled time, it is canceled and removed from the calendar.**

This policy allows Surf City Dentist to treat as many patients as possible that are in need of dental care. Utilizing this system allows us to accommodate all patients waiting for an appointment.

We value each of our patients and believe this process benefits everyone. Your cooperation in this matter is greatly appreciated.

Please prioritize your communication preferences below:

Text \_(\_\_\_\_\_)\_\_\_\_\_

Email \_\_\_\_\_

Phone Call \_(\_\_\_\_\_)\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_