

Appointment Policies at Cameron R. Woodward DMD

We strive for a mutually respectful and cooperative relationship with you so we can keep our fees low for you and continue to accept your insurance plans. Our appointment cancellation policy is necessary to maintain the high professional standards of our practice. Missed or canceled appointment spaces deprive other patients of treatment, disrupt our efficiency, and drive up costs and fees. If a patient accumulates a total of 3 (or fewer) missed appointments or has frequent cancellations (for any reason), future appointments may not be scheduled and doctor-patient relationship for the account may regretfully be terminated.

Thank you for understanding the importance of keeping your appointment. You will receive a courtesy call to remind you of your visit 72-48 hrs prior to your appointment, but it is your responsibility to know when your appointment is scheduled. If we have less than 24 hours notice (48 hrs for long appointments) that you cannot attend your appointment, we will not have sufficient time to offer that time slot to another patient in need. To cancel or reschedule an appointment, please call (410) 742-0166. We log timestamps of all outgoing reminders and incoming messages requesting cancellations. Unavoidable circumstances may warrant special consideration, but late cancellation / missed appointment charges will apply to most circumstances.

We ask that patients remember their appointments

Appointment reminders are a courtesy. Patients' phones not showing voicemails or texts are simply outside our control. It is the responsibility of the patient to avoid scheduling other commitments too close to their dental appointment. Leaving an appointment due to not being able to wait for a reasonable period of time is considered a broken appointment.

We ask that patients cancel appointments infrequently and with 24 hours notice

We understand that some changes are unavoidable and we too, at times, have to request patients to change appointments, although we strive to provide long notice, unless a provider is unwell or has a personal emergency. If a cancellation is absolutely necessary, we ask patients to extend us the courtesy of 24 hours business-day notice (by Thursday for Monday appointments) or 48 hour notice for long appointments.

We ask that patients arrive on time

As with any medical office, we cannot guarantee no wait time, but we strive to see patients in a timely fashion, within the constraints of treatment time estimates. We simply cannot do that if patients arrive late. If the schedule is operating on time, and a patient arrives late, the appointment may be marked as missed, with associated fees applicable.

We are a private office and do not take walk-ins

We ask patients to understand that we cannot "fit them in" at any time although we attempt to do so for a true dental emergency. All visits are by appointment only. Emergency visits off-hours will have a surcharge.

We ask that patients honor broken appointment / late cancel fees

Please be aware that broken appointments or late cancellation fees are symbolic and do not even cover basic overheads. We apply the fee to ensure that our patients appreciate the importance of our appointment policy and we operate in a spirit of mutual respect. Fee waivers are entirely at the discretion of the office.

We must regretfully dismiss from our office any patient accounts that demonstrate disregard for our staff or office policies to include, but not limited to, our appointments policy. We do not like losing any patients, but we must ensure that all our patients value our practice sufficiently to honor our policies.

Termination of Doctor Patient Relationship at Cameron R. Woodward DMD

Per office policy of Dr Viertl DDS PA, we will terminate doctor patient relationship with existing patients of record for reasons to include but not limited to the following:

1. Disregard of or issues with adherence to one or more Appointments policies outlined in the office Appointment Policies document.
2. Lack of compliance with or disregard of financial policies of our office.
3. Lack of provision of a valid phone number with setup voicemail to be able to contact pt for appointment reminders.
4. Non-response to office communications and/or request for callback.
5. Lack of provision of identifying information for the responsible party on the account as well as valid address (verifiable with a driver's license or State ID for the responsible party).
6. Disregard toward or lack of courteous behavior towards our staff or providers in any fashion.
7. Abandonment of treatment or lack of follow-through with treatment prescribed by the Doctor.
8. If a patient does not pay their balance in a timely fashion and/or has been sent to collections, they may be dismissed with a formal dismissal letter providing the opportunity to come in for an exam for a period of 30 days from the date of dismissal.
9. If a patient of record has not visited the practice in a period of at least 2 years, they will no longer be considered an active patient of the practice. The office will make a determination as to whether they can be accepted back as new patients into the practice.
10. If a patient is dismissed from the practice, the office will typically terminate the doctor-patient relationship with all members of the account.