



Broken Appointments Policy

To assist in the management of dental appointments and maximizing access to care for patients, **Smile New York Dental** has established a Broken Appointment Policy.

Patients who fail to keep two (2) appointments within a 12-month period will have all pending dental appointments cancelled. Once the broken appointment threshold has been reached, the patient will be notified that they will be placed on a “same day” appointment status for scheduling dental appointments.

A broken appointment is defined as missing an appointment or cancelling an appointment with less than 24-hour notice.