

## Why we ask you to Confirm Your Appointment

# PLEASE CONFIRM APPOINTMENTS

We get it! You never miss an appointment. Once you've scheduled, you are committed to it! **BUT**, we understand life gets in the way and even the best-laid plans are forgotten, including the important dental check-up. This is **why** Key City Dental Studio 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.

### How our patient reminder system works

1. First Appointment Confirmation: Two weeks before your appointment, you will receive a text or email message asking you to **confirm** that you plan on attending your upcoming visit. To confirm **you must respond** to the prompt in either text or email.
  - By TEXT: simply reply with the letter **C**
  - Via Email: Click on the CONFIRM button and your appointment is saved!
2. Second Appointment Confirmation: If you fail to respond to the first text or email message, you will receive a second appointment confirmation 2-4 days before the appointment to **CONFIRM**.
3. On the DAY of your confirmed appointment, you will receive an appointment reminder TWO HOURS BEFORE the appointment time.

### **UNCONFIRMED APPOINTMENTS**

Unconfirmed appointments **WILL BE CANCELED**. If the appointment remains "UNCONFIRMED" 24 hours prior to the scheduled time, it is canceled and removed from the calendar.

This **policy** allows Key City Dental Studio to treat as many patients as possible by replacing unconfirmed appointments with patients who are on a waiting list. Utilizing this system allows us to quickly replace a "schedule opening" with another worthy patient eager to the dentist.

We value each of our patients and believe this process benefits everyone. Your cooperation in the matter is **GREATLY APPRECIATED!!!**

\*If, at any point, you feel you are receiving too many reminders, simply call the office and they can customize how many text/ emails you receive.