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Appointment Guidelines

Please read through this sheet as it contains important scheduling information. In order to continue to provide that highest quality, most efficient patient care we have incorporated the following scheduling guidelines.

To accommodate our patient's busy schedules and to ensure they receive timely dental care, we pre-reserve our patient's next dental visits before they leave our office. Approximately 2 weeks prior to these previously scheduled appointments, a "confirmation postcard" is mailed to patients. Upon receipt of the card, we ask patients to immediately check their schedule and call our office to "re-confirm" their appointments. If scheduling changes are necessary, we are happy to assist patients at this time. As a courtesy, we also attempt to contact all scheduled patients by phone, 24 to 48 hours in advance, to confirm their appointments.

Our office is committed to helping our patients, therefore, we dedicate an enormous amount of time each day to coordinating schedules, contacting patients and confirming appointments.

We have a favor to ask as you receive your reminder postcard: please check your personal calendar to ensure you have documented your reserved appointment. If you find there is a conflict, please phone our office immediately. Please do not wait until we contact you to request a scheduling change. Short notice cancellations and missed appointments cause a great deal of disruption within our schedule and to the schedule of other patients needing our care.

We request our patients to provide a minimum of 24-hours advance notice, to request a scheduling change. This provides enough notice to contact other patients who are in need of dental care.

In order to provide timely care for all of our patients, we have implemented a missed appointment fee. Greater than (24) hour prior notice must be given to avoid being assessed \$50 an hour.

We will permit one late cancellation prior to a charge being assessed. Should cancellation occur a third time with short notice, patients will be invited to join our "Priority Patients List" Our "Priority List" benefits patients with busy schedules, as instead of pre-reserving dental appointments, we ask patients to call the day they would like to be seen. We will do what we can to care for these patients as quickly as possible.

Please be aware the missed appointment fee will not be billed to insurance and the total amount due must be paid in full prior to scheduling the next dental visit.

We appreciate your understanding and assistance with our appointment guidelines.

If you have any questions please feel free to contact our office at (317) 535-7141.

Dr. Stacy Johnson