



Dear Patient:

It is our goal to provide you the best service possible. One of our services is Lighthouse, a personalized reminder that will email/text you to remind you of upcoming appointments with our office.

Lighthouse will access your email or cell phone (text message) to deliver an informative message pertaining to your next appointment. This system makes it easy to confirm your next appointment with our office.

Generally, the system will email or text you one week prior to your appointment to confirm your appointment. It will then send you another reminder two days prior to your appointment.

We have decided to implement Lighthouse because we feel it is important to provide a higher level of service and a more efficient means of communication. Additionally, Lighthouse will enable our entire staff to fully concentrate on serving you during your appointment. We recognize that your time is valuable, and we strive to keep on schedule so you may be seen at your appointed time. Our staff is well trained and prepared to provide you treatment. We often set instruments and materials out in preparation of your appointment. Therefore we require a minimum of 3 business days notice if you are unable to keep your appointment.

**It is difficult to replace your time with another patient without 3 business days notice. There will be a \$75 dollar charge for missed hygiene appointments and a \$200 charge for missed surgery appointments. These charges cannot be submitted to your insurance.**

As always, you can contact our office during regular office hours. If you have any questions, please feel free to contact us at your convenience. Thank you for your understanding.

**I understand and agree to the above policies**

**Patient Name** \_\_\_\_\_ **Date** \_\_\_\_\_

(PLEASE PRINT)

**Patient Signature** \_\_\_\_\_