

Dr. Frajovon R. Talley, DDS, PLLC

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About our appointment scheduling

In order to guarantee quality dental care, it is very important that our patients and parents fully understand the manner in which we arrange our appointments.

This office provides a variety of services to patients with the convenience of having the services completed here in this office. Unlike most other dental practices, we rarely refer out to other dental practices for procedures such as root canals, emergencies, crown and bridge, and extractions.

While we strive to stay on or ahead of schedule the comprehensive nature of the services we provide do impact the time frame of our scheduling. Emergencies and unexpected treatment needs do occur. We want to stress that each of our patients are very important and we do value your time. During your appointment the same thorough treatment will be given to you as well and if you have an emergency you also will be worked into our schedule.

About your scheduling---

When you do not show up for your appointment, three people lose:

1. You the patient do not receive the treatment you need.
2. Other patients who have treatment needs and are waiting for appointments cannot be seen due to a full schedule including your appointment.
3. We lose due to the fact that we cannot fill in your lost time with anyone else.

When scheduling an appointment it is very important to schedule an appointment that is valuable to you and during a time you are sure to keep. Your appointment reserves time for the doctor/hygienist to treat you. Our office operates on a very high hourly overhead cost basis. When you do not show up, many people in our office are left with nothing to do. We cannot possibly find a patient to fill in your time slot and, as a result, we must absorb these overhead cost.

Charlotte has a very busy environment; we have had some days with as many as 40% of patients not show up for their appointments. Due to this situation we reserve the right to charge a fee of \$45.00 per half-hour of scheduled time for missed appointments or appointments not changed without 48 business hours notice. Note: for a Monday appointment, notice needs to be received no later than the previous Thursday. (This is far less than the actual cost to the practice for wasted time). This will be effective beginning July 1, 2000. Further appointments can be booked after payment of any wasted time fee.

Our office is open Monday through Thursday. Patient hours are from 7:30am and the last patient scheduled at 3:00pm. There are times throughout the year when the office has extended hours. The hours listed above are the general hours of operation.

I have read and understand the above on appointment scheduling:

Signature: _____ Date: _____

Print Name: _____